



**U.S. Citizenship
and Immigration
Services**

DEPARTMENT OF HOMELAND SECURITY

U.S. CITIZENSHIP AND IMMIGRATION SERVICES

ELECTRONIC IMMIGRATION SYSTEM (USCIS ELIS)

DATE: 11/12/14

CUSTOMER USER MANUAL

***Customer User Manual
for
USCIS Electronic Immigration System***

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1.0 INTRODUCTION

The Department of Homeland Security (DHS) U.S. Citizenship and Immigration Services (USCIS) Office of Transformation Coordination (OTC), in conjunction with the Office of Information Technology (OIT), manages the deployment of the USCIS Electronic Immigration System (USCIS ELIS).

This user manual contains essential information and instructions for filing Form I-90, *Application to Replace Permanent Resident Card*, electronically using USCIS ELIS. It provides an overview of the system, instructions on how to navigate and complete the Form I-90, and supplemental resources.

2.0 OVERVIEW OF USCIS ELIS

USCIS ELIS helps customers successfully submit their immigrant benefit applications and manage their cases. This section describes USCIS ELIS and the purpose for this manual.

2.1 USCIS ELIS

USCIS ELIS is an online account-based system that allows customers to view applications, petitions or requests and receive electronic notification of decisions and real-time case status updates. USCIS ELIS enables customers to do the following:

- Set up and manage accounts conveniently and securely
- Submit applications, petitions, or requests and supporting documents electronically
- Receive and respond to notices and decisions electronically
- Make payments online
- Access real-time information about the status of cases

2.2 What this manual offers

This manual provides a step-by-step tutorial of how to submit a Form I-90 in USCIS ELIS. Using USCIS ELIS, a customer can:

- Create and submit a Form I-90
- Upload evidence documents and photographs
- Sign and submit payment for the Form I-90
- Review the completed application
- Respond to a Request for Evidence
- Check the status of a completed application

3.0 USING THIS USER MANUAL

This user manual details the step-by-step process for creating, completing, and submitting the Form I-90 using USICS ELIS. The user manual includes the following:

- Instructions
- Screen images
- Notes (additional information noted in green boxes)

Links provided throughout the document provide quick access to specific topics. Links are highlighted and underlined.

Definitions and acronyms used in this document have been linked to Appendix A and Appendix B located at the end of this document. If you click on one of the provided links to learn the meaning of term/acronym in this document, you may return to the screen you were on by scrolling back to the top of that screen using the scroll bar at the far right of your screen. Make note of the page number before you click a link to an appendix.

3.1 System requirements

You must have the following in order to use USCIS ELIS:

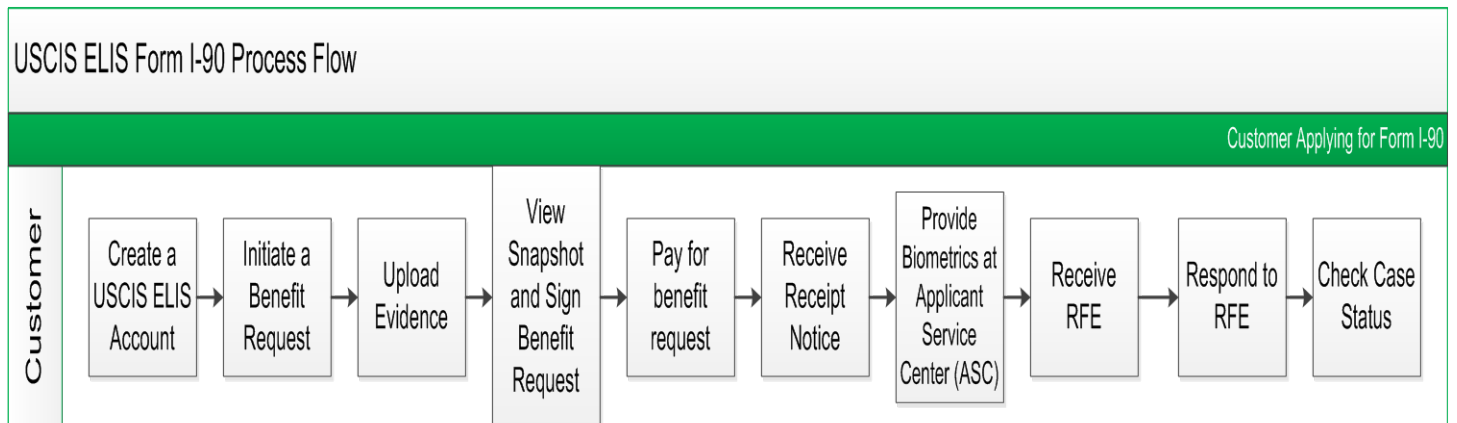
- A computer and monitor
- Internet access
- Necessary experience/skills to navigate an Internet browser (e.g., Internet Explorer, Mozilla Firefox, or Google Chrome)

4.0 THE FORM I-90 PROCESS

Each section in this manual explains how you can create and submit the Form I-90. In order to file a Form I-90 application, you will need to complete the following steps in USCIS ELIS (See Figure 4.0.1):

- Set up an account and start the application
- Upload evidence
- Review application
- Pay the application fee

Figure 4.0.1 Customer Role Process Flow Map



5.0 LOGGING IN TO USCIS ELIS

To log into USCIS ELIS, you will need an account. You can create a new account by clicking on the **Create New Account** button as shown in the image below (See Figure 5.1.1). After creating an account, your profile will be complete and you will be able to log in to your USCIS ELIS account by entering your email address and password.

Note: ALL customers applying for Form I-90 Application to Replace Permanent Resident Card will need to create a new account in USCIS ELIS.

5.1 Setting up a profile/account in USCIS ELIS

Setting up a profile in USCIS ELIS allows you to create an account in USCIS ELIS. You will only need to set up a profile once.

To access USCIS ELIS go to: <https://myaccount.uscis.dhs.gov>

Step 1: Click the “Create New Account” button.

Figure 5.1.1: Create New Account

The screenshot displays the USCIS Electronic Immigration System (USCIS ELIS) Log In page. At the top, there is a navigation bar with links for FORMS, NEWS, RESOURCES, LAWS, and OUTREACH. Below this is a blue header with the text "USCIS Electronic Immigration System (USCIS ELIS) Log In" and a help icon. The main content area is divided into two columns. The left column, titled "SECURE LOG IN", contains a prompt "Enter your Email address and your Password", input fields for "Email Address:" and "Password:", a link "Forgot or need to reset your password?", and a "Log In" button. The right column, titled "CREATE A NEW ACCOUNT", contains a prompt "If you want to apply online OR if you received a Case Passcode, you need to create a new account.", a section "Advantages of a USCIS ELIS Online Account:" with a bulleted list: "- Request Benefit with Step-by-Step Guide", "- Pay Online", and "- Check Case Status", and a "Create New Account" button. A red circle labeled "Step 1" with an arrow points to the "Create New Account" button. At the bottom left, there is a link for the "USCIS Privacy Act Statement".

Step 2: Online Account Setup - Enter your **Email Address** in the field. Click the **Sign up** button.


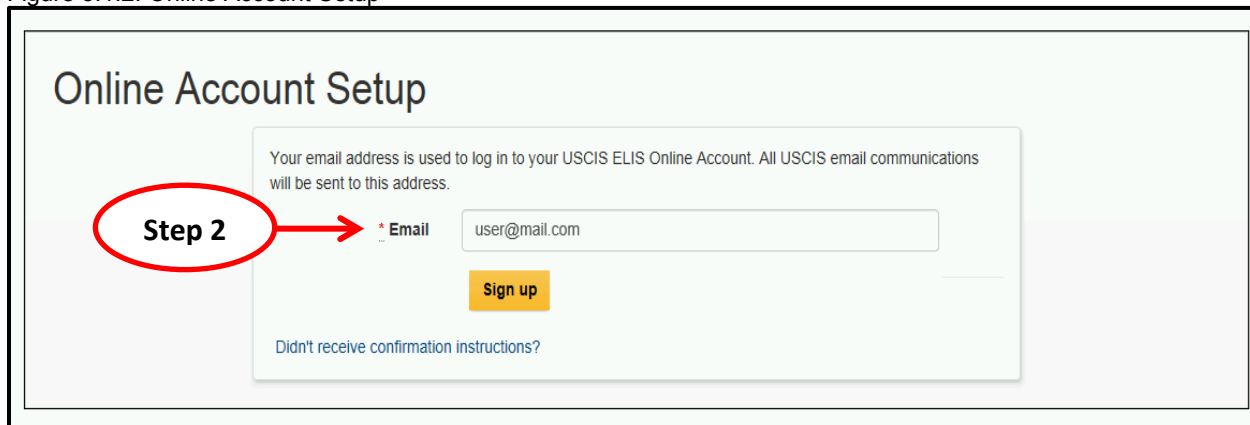
Note: A red asterisk mark  is displayed next to each required field.

Figure 5.1.2: Online Account Setup



Online Account Setup

Your email address is used to log in to your USCIS ELIS Online Account. All USCIS email communications will be sent to this address.

Step 2 → * Email user@mail.com

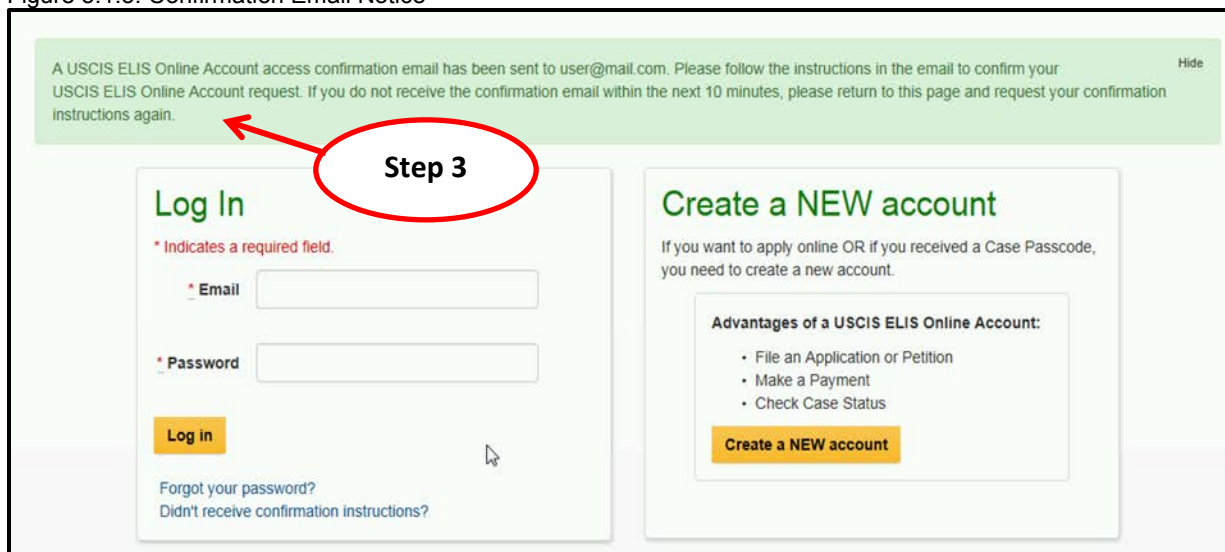
Sign up

[Didn't receive confirmation instructions?](#)

Note: The email address you provide can ONLY be used for Form I-90. You cannot use an email address you used from another form. For example, you will not be able to use the email address you used for Form I-539 when applying for Form I-90.

Step 3: When you click the **Sign up** button, you will be directed to the Log In page. You will receive a notice that a confirmation email will be sent to your email address. Make sure you check your email for the confirmation message and further instructions.

Figure 5.1.3: Confirmation Email Notice



A USCIS ELIS Online Account access confirmation email has been sent to user@mail.com. Please follow the instructions in the email to confirm your USCIS ELIS Online Account request. If you do not receive the confirmation email within the next 10 minutes, please return to this page and request your confirmation instructions again. Hide

Step 3 →

Log In

* Indicates a required field.

* Email

* Password

Log in

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

Create a NEW account

If you want to apply online OR if you received a Case Passcode, you need to create a new account.

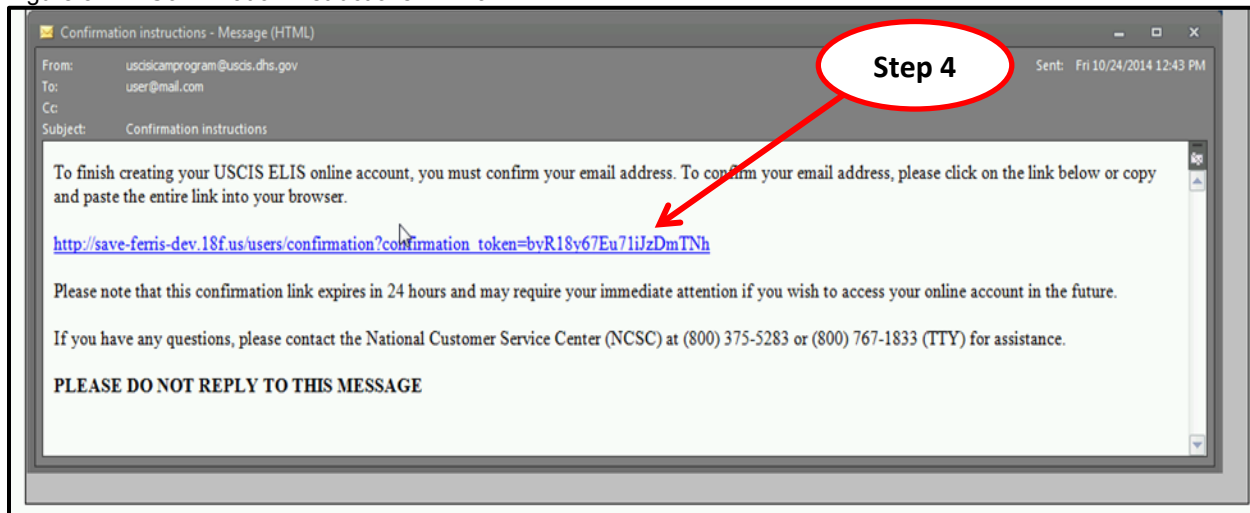
Advantages of a USCIS ELIS Online Account:

- File an Application or Petition
- Make a Payment
- Check Case Status

Create a NEW account

Step 4: Email Confirmation – USCIS ELIS will send a **confirmation message** and further instructions to your email. Open a new tab in your web browser to check your email. Click on the link in the email to confirm your email address and continue to set up your account. The confirmation email expires in 24 hours. See the email example in Figure 5.1.4 below.

Figure 5.1.4: Confirmation Instructions – Email



Step 5: When you click on the link in the email, you will need to create a new password. Click **Submit**.

Figure 5.1.5: Enter New Password

Your email address has been successfully confirmed. Hide

Instructions: Enter your password

- Your password must be at least 8 characters in length.
- Your password must contain at least one upper case letter, at least one lower case letter, at least one number, and at least one "special" character.

Accepted "special" characters are: ! " # \$ % & ' () * + , - . : ; < = > ? @ [] { } ^ _ ~ ` |

* Password

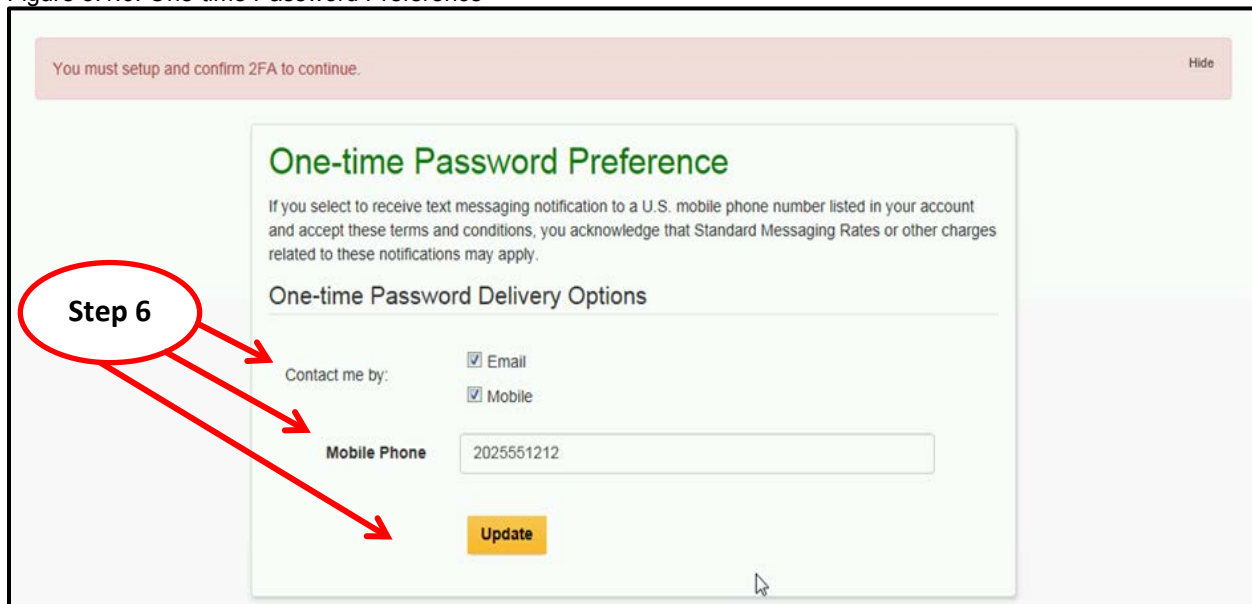
* Password confirmation

Submit

Note: Your password must be at least 8 characters in length and must contain at least one upper case letter, one lower case letter, and at least one special character. Accepted special characters include ! " # \$ % & ' () * + , - . : ; < = > ? @ [] { } ^ _ ~ ` |

Step 6: One-time Password (OTP) Preference - Select the **Email** check box if you prefer to be contacted by email. Select the **Mobile** check box if you prefer to be contacted by phone. Provide your mobile number in the field. Select **Update**. You will receive an email confirmation with the OTP password.

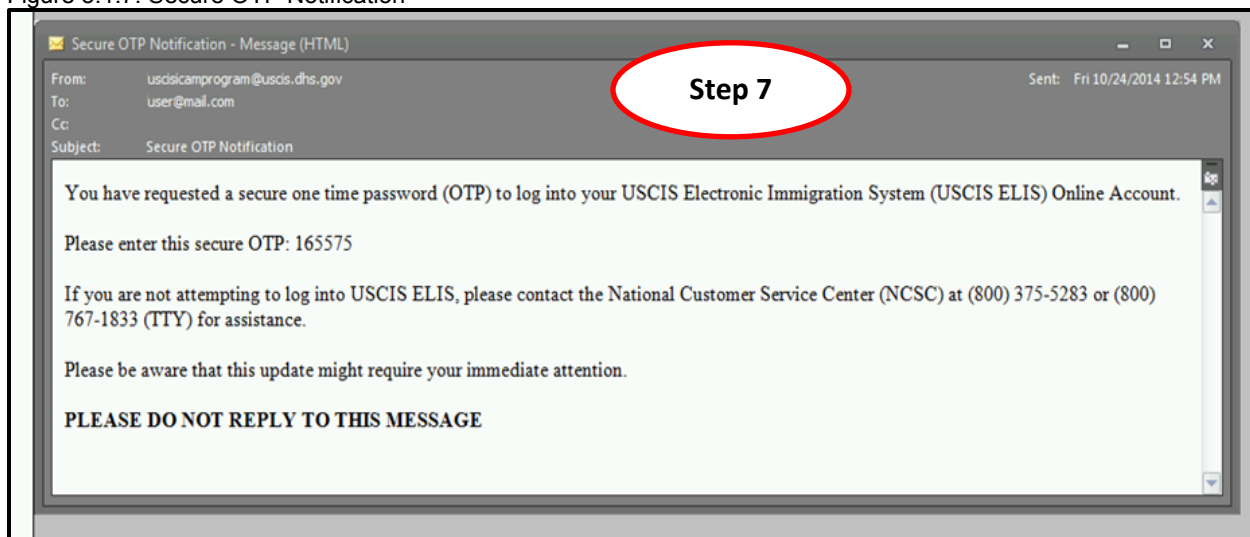
Figure 5.1.6: One-time Password Preference



The screenshot shows a web form titled "One-time Password Preference". At the top, a red banner states "You must setup and confirm 2FA to continue." with a "Hide" link. Below the title, a paragraph explains that selecting text messaging requires accepting terms and conditions regarding standard messaging rates. The form section is titled "One-time Password Delivery Options". It includes a "Contact me by:" label with two checked checkboxes: "Email" and "Mobile". Below this is a "Mobile Phone" label and a text input field containing the number "2025551212". At the bottom right of the form is a yellow "Update" button. A red circle labeled "Step 6" is positioned to the left of the form, with three red arrows pointing to the "Email" checkbox, the "Mobile" checkbox, and the "Update" button.

Step 7: Go to your email to read the Secure OTP Notification message and retrieve the **OTP password**.

Figure 5.1.7: Secure OTP Notification



Step 8: Log into USCIS ELIS using your new password. Provide the OTP password in the field and click **Submit**.

Figure 5.1.8: OTP Password

The screenshot shows the 'Log In' section of the USCIS ELIS interface. At the top, a green banner states: 'Your two-factor authentication method has been set. Please confirm that it works.' Below this, the 'Log In' heading is followed by instructions: 'Enter your secure one-time password. A secure one-time password (OTP) has been sent to your email, please enter the OTP that you received. If you do not receive the OTP in 10 minutes, please request a new OTP.' A red circle labeled 'Step 8' points to the 'request a new OTP' link. Below the instructions, there is a 'Secure OTP' label, a text input field containing '165575', and a yellow 'Submit' button.

Step 9: You will need to provide 5 different questions and answers. Click **Update**. You will receive a message confirming your login information.

Figure 5.1.9: Create Account Information

The screenshot shows the 'Provide Password Reset Answer' page. It includes an introductory text: 'If you forget your password, you will be asked your password reset questions and answers to confirm your identity to reset your password.' Below this, there are five identical question-and-answer pairs. Each pair consists of a 'Question' dropdown menu (all showing 'What is the last name of your favorite childhood teacher?') and a 'Your Answer' text input field. A red circle labeled 'Step 9' points to the 'Update' button at the bottom right of the form.

Step 10: You will receive a log in confirmation message.

Note: You will need to change your password every 365 days.

Figure 5.1.10: Login Confirmation

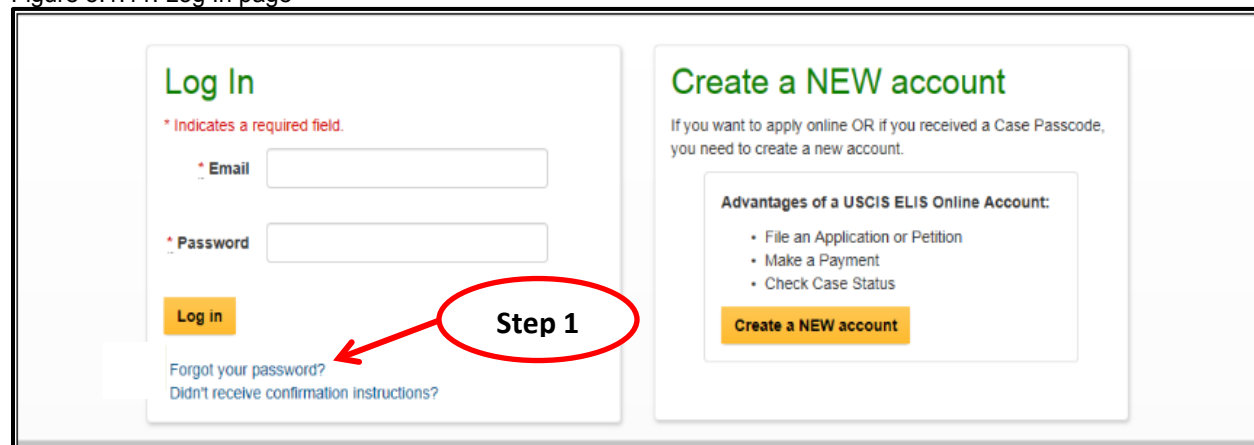


If you **Forgot Your Password**, you will need to change your password. To change your password, follow the instructions below.

To access USCIS ELIS go to: <https://myaccount.uscis.dhs.gov>

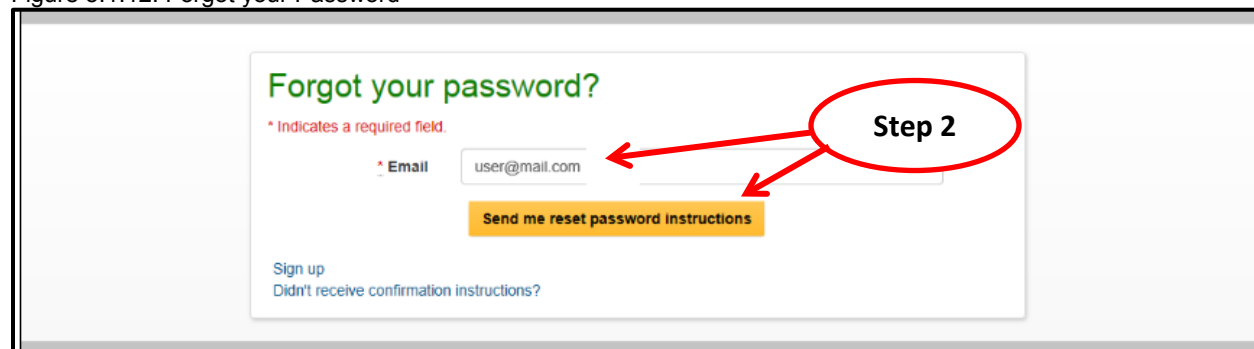
Step 1: Click on the **Log In** button.

Figure 5.1.11: Log In page



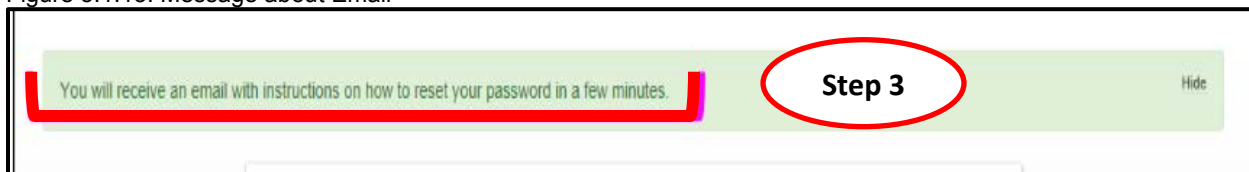
Step 2: Enter your email address and click **Send me reset password instructions**.

Figure 5.1.12: Forgot your Password



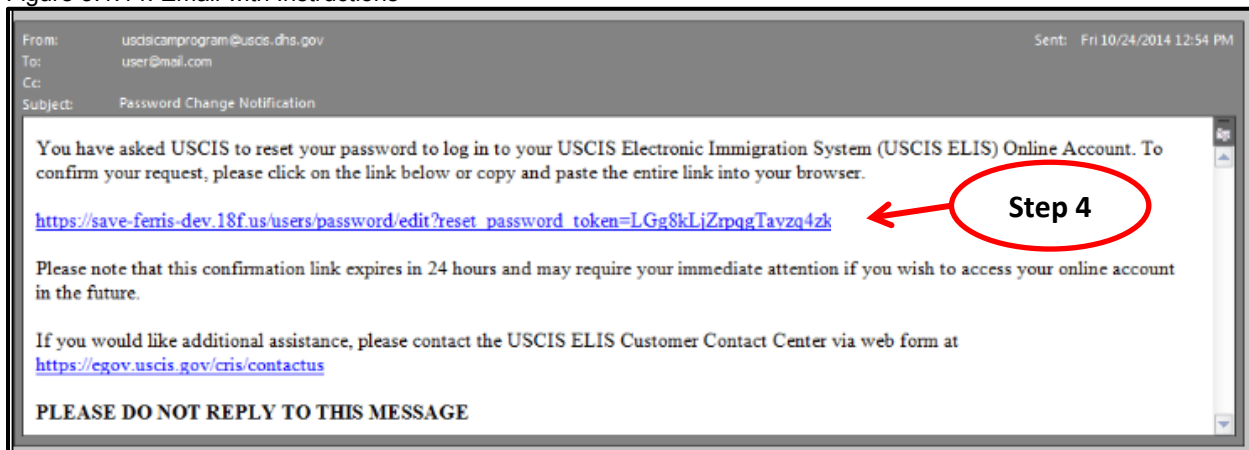
Step 3: Read the instructions on how to proceed. You will need to open your email to read further instructions.

Figure 5.1.13: Message about Email



Step 4: When you open your email, read instructions about how to reset your password. Click on the link in the email to return to USCIS ELIS.

Figure 5.1.14: Email with Instructions



Step 5: Answer your personal **Password Reset Questions** to verify your identity. Click **Submit**.

Figure 5.1.15: Password Reset Questions

A screenshot of a web form titled "Please answer your personal Password Reset Questions to verify your identity." The form contains three questions, each with a dropdown menu for the question and a text input field for the answer. Question #1: "Where did you visit the first time you went out of town without yo" with answer "smith". Question #2: "What is the name of the company of your first paid job?" with answer "vegas". Question #3: "What was the first team sport you played?" with answer "USCIS". At the bottom of the form is a yellow "Submit" button. A red arrow points from a red circle containing "Step 5" to the "Submit" button.

Step 6: Enter your new password and confirm your password.

Figure 5.1.16: Change Password

Choose a new password. [Hide](#)

Change your password

* New password

* Confirm your new password

[Change my password](#)

[Sign up](#)
[Forgot your password?](#)
[Didn't receive confirmation instructions?](#)

Step 7: Read the confirmation message. Sign into USCIS ELIS with your new password.

Figure 5.1.17: Confirmation Message

Your password has been changed successfully. You are now signed in. [Hide](#)

5.2 Log in as a customer

Once you create a profile in USCIS ELIS, you can log in using your email address and password.

Launch the Form I-90 using the following web address <https://myaccount.uscis.dhs.gov>

Step 1: Enter your **Email Address** and **Password**.

Step 2: Select the **Log In** button.

Figure 5.2.1: Customer Login

The screenshot shows the USCIS ELIS Customer Login page. At the top is a green navigation bar with links: FORMS, NEWS, RESOURCES, LAWS, OUTREACH, and ABOUT US. Below this, the page is split into two main sections. The left section, titled 'Sign in to USCIS', contains a login form with fields for 'Email Address' and 'Password', and a 'Log In' button. A red circle labeled 'Step 2' points to the 'Log In' button. The right section, titled 'Create a NEW Account', contains text explaining when to create an account, a list of 'Advantages of an Online Account' (Request Benefit with Step-by-Step Guide, Pay Online, Check Case Status), and a 'Create a NEW Account' button. A red circle labeled 'Step 1' points to the 'Create a NEW Account' button.

Note: You have to enter the accurate password. If you attempt to log in 3 times and are unsuccessful, you will be locked out of USCIS ELIS for 20 minutes before you can log in.

6.0 NAVIGATING USCIS ELIS

Use the navigation panel located toward the middle of the screen (See Figure 6.0.1) to navigate features within USCIS ELIS. The navigation panel has a **Home** and **Profile** tab.

The Home tab includes:	The Profile tab includes:
<ul style="list-style-type: none"> Recent Notice Recent Cases Create New Case Actions 	<ul style="list-style-type: none"> Account Information (you can make changes to your account information) Addresses (you can make changes to your address)

Figure 6.0.1: Home Tab

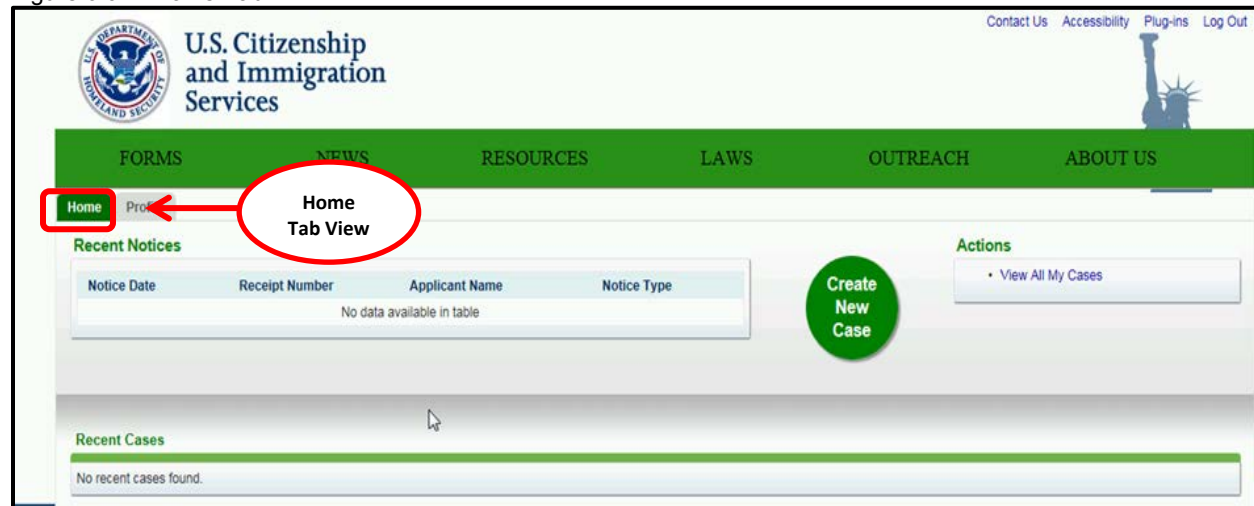
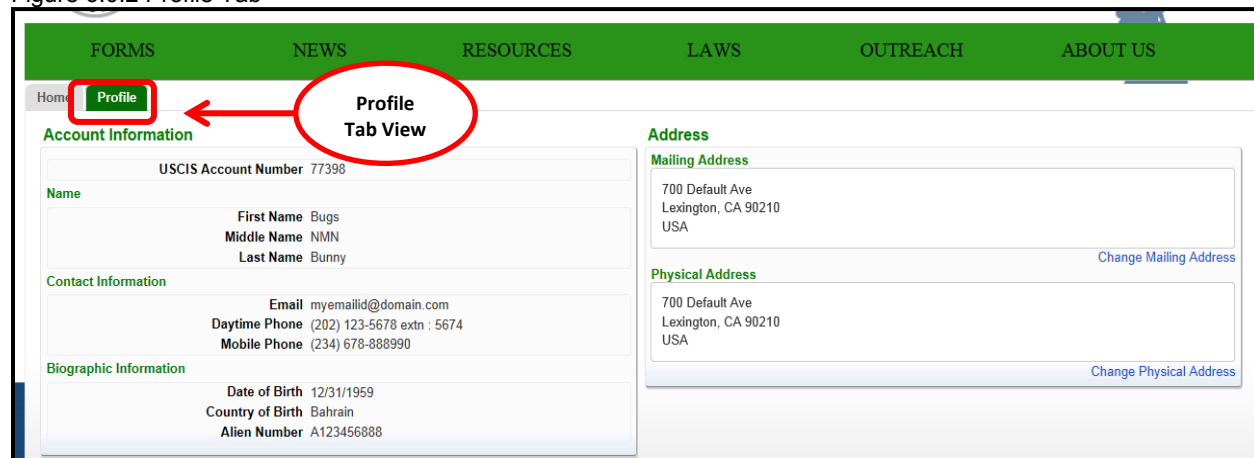


Figure 6.0.2 Profile Tab



Note: Your session in USCIS ELIS will end if you are inactive for 20 minutes in the system. If USCIS ELIS ends your session, the system will save your information. However, you will need to log back in (See [Logging in to USCIS ELIS](#) for further information).

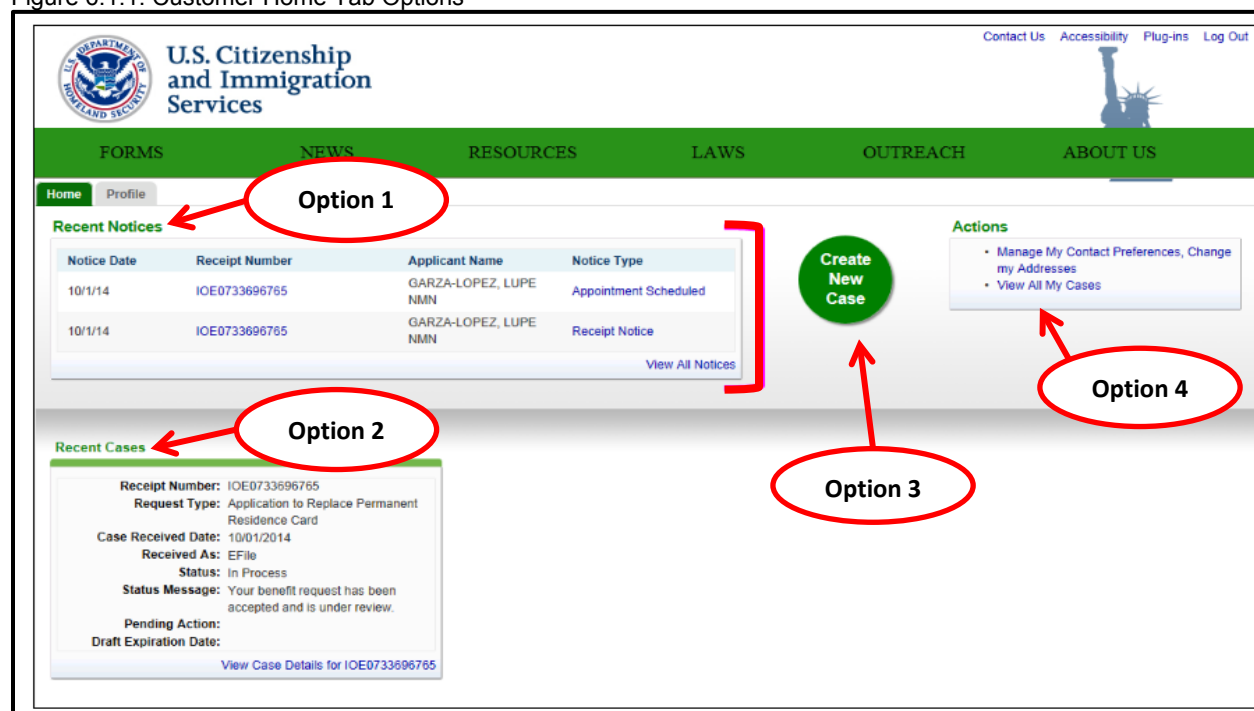
6.1 Customer Home tab

The Customer Home tab provides the following options:

Option to Select	Description
Option 1: Recent Notices	Review the notice date, receipt number, applicant name, appointment schedule information, receipt notice and other notice types.
Option 2: Recent Cases	Review current cases. Select the receipt number to access a case's status and status message and notice type .
Option 3: Create a New Case	Create a new case by selecting the green button.
Option 4: Actions	View and edit your profile and view all submitted and started cases.

Note: Option 3 **Create New Case** is discussed further in [Section 7.1](#).

Figure 6.1.1: Customer Home Tab Options



To Edit Profile:

Step 1: Select the **View/Edit Profile** link under the **Actions** option.

Step 2: Edit your contact information, password, OTP password, and current password as needed. See Figure 6.1.3 below.

Step 3: Click **Update**.

Figure 6.1.2: Customer Home Tab Options

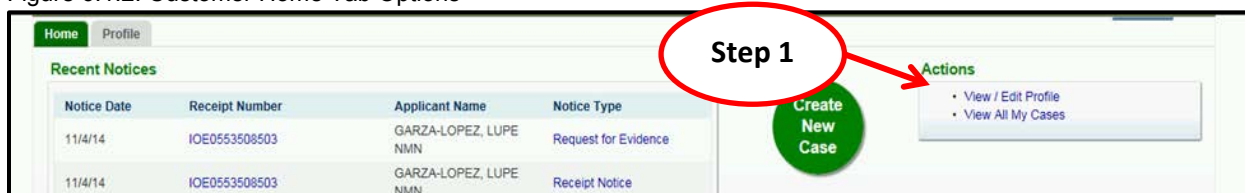


Figure 6.1.3: Edit User Information

The 'Edit User' form is shown with the following sections:

- Contact information**: Includes fields for * Email (user@mail.com) and Mobile (2025551212).
- Password**: Includes fields for Password and Password confirmation.
- One-time Password Delivery Options**: Includes a 'Contact me by:' section with checkboxes for Email and Mobile.

A red circle labeled 'Step 2' is placed over the 'Email' field.

Figure 6.1.4: Edit Current Password and Update

The form shows the 'Current password' field and a message: 'we need your current password to confirm your changes'. Below this, there are links for 'Update Password', 'Reset Questions', and a yellow 'Update' button. A red circle labeled 'Step 3' is placed over the 'Update' button, with an arrow pointing to it.

Unhappy? [Cancel my account](#)

6.2 Customer Profile tab

The Customer Profile tab provides the following options:

Options to Select	Description
Option 1: Account Information	Review your name and biographic information, and change your contact preference.
Option 2: Mailing Address	Review and change your mailing address.
Option 3: Physical Address	Review and change your physical address. A physical address can be where you physically reside.

Figure 6.2.1: Customer Profile Screen Options

The screenshot shows the USCIS ELIS Customer Profile screen. The 'Profile' tab is selected. The screen is divided into two main sections: 'Account Information' on the left and 'Address' on the right. Three red circles with arrows point to specific options:

- Option 1:** Points to the 'Account Information' section, which includes fields for Name (First Name: JANE, Middle Name: NMN, Last Name: BAUTISTA), Biographic Information (Date of Birth: 02/06/1985, Country of Birth: Philippines, Alien Number: A010851106), and Contact Information (Email: elis2user_rs+1106rfe@outlook.com, Mobile Phone: (201) 222-2000, Daytime Phone: (201) 111-1000, Contact Preference: Contact me by email and mobile phone). A 'Change Contact Preference' link is at the bottom.
- Option 2:** Points to the 'Mailing Address' section, which displays: RAMON TORRES AND ASSOCIATES, 11 DUKE, APT. 1A, NEW YORK, NY 10001. A 'Change Mailing Address' link is at the bottom right.
- Option 3:** Points to the 'Physical Address' section, which displays: 22 MAIN, APT. 2B, NEW YORK, NY 20001. A 'Change Physical Address' link is at the bottom right.

To Change Contact Preference:**Step 1:** Select the **Change Contact Preference** link.**Step 2:** Review and edit your contact information.**Step 3:** Select **Save** or **Cancel**.

Figure 6.2.2: Customer Profile Screen Options

Home Profile

Account Information

USCIS Account Number 023087726936

Name

First Name JANE
Middle Name NMN
Last Name BAUTISTA

Biographic Information

Date of Birth 02/06/1985
Country of Birth Philippines
Alien Number A019851106

Contact Information

Email elis2user_rs+1106rfe@outlook.com
Mobile Phone (201) 222-2000
Daytime Phone (201) 111-1000
Contact Preference Contact me by email and mobile phone
[Change Contact Preference](#)

Address

Mailing Address

RAMON TORRES AND ASSOCIATES
11 DUKE, APT. 1A
NEW YORK, NY 10001
[Change Mailing Address](#)

Physical Address

22 MAIN, APT. 2B
NEW YORK, NY 20001
[Change Physical Address](#)

Figure 6.2.3: Change Contact Preference

Change Your Contact Preference X

NOTIFICATIONS (ALERTS)

NOTIFICATIONS (ALERTS) can keep you informed about activity in your account and/or case(s). You can receive email and mobile notifications anywhere at any time. These notifications can alert you of recent updates to your account or changes in your case status.

If you select mobile notifications as your preference, please note that:

- Standard SMS (text) message fees may apply. Check with your mobile phone service provider for details.
- USCIS will NOT send SMS (text) messages to international mobile phone numbers.

If you want to receive notifications by email or mobile phone, you must enter an **Email Address** or **Mobile Phone Number**. If you want to receive notifications by email or mobile phone number, or by both, please (✓) the box next to each field.

NOTE: If you do not wish to receive notifications by email or mobile phone, please leave the **Email Address** or **Mobile Phone Number** fields blank (or "empty") and do not check (✓) the box.

Please indicate below how you would like to receive notifications:

Contact Information

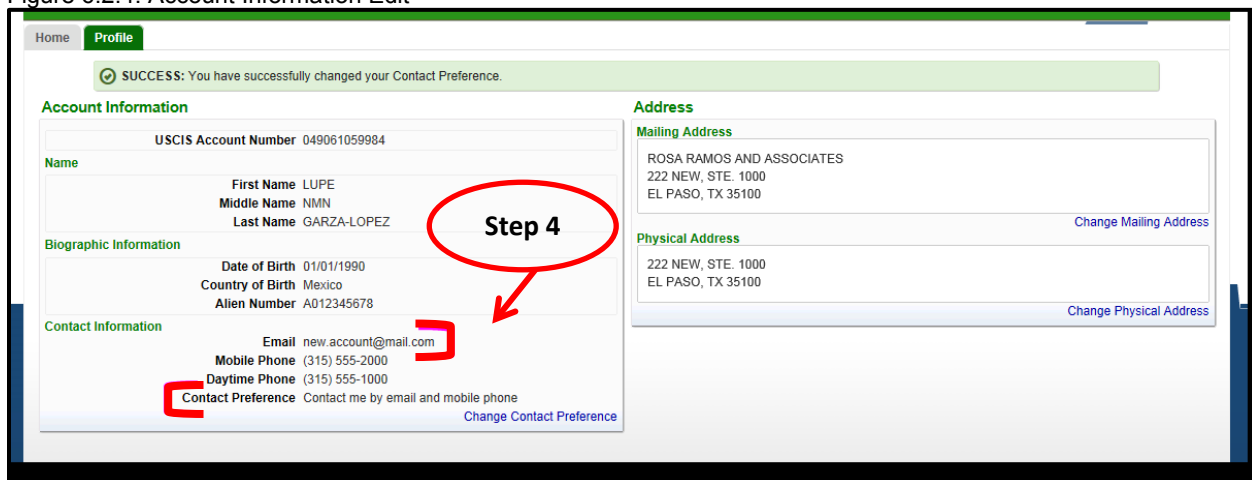
Email Address ☒ Contact me by email

Mobile Telephone Number ☒ Contact me by mobile phone

Daytime Telephone Number

Step 4: Read the confirmation message and review the changes you made to your **Contact Information**.

Figure 6.2.4: Account Information Edit



Home Profile

SUCCESS: You have successfully changed your Contact Preference.

Account Information

USCIS Account Number 049061059984

Name

First Name LUPE
Middle Name NMN
Last Name GARZA-LOPEZ

Biographic Information

Date of Birth 01/01/1990
Country of Birth Mexico
Alien Number A012345678

Contact Information

Email new.account@mail.com
Mobile Phone (315) 555-2000
Daytime Phone (315) 555-1000
Contact Preference Contact me by email and mobile phone

Address

Mailing Address

ROSA RAMOS AND ASSOCIATES
222 NEW, STE. 1000
EL PASO, TX 35100

Physical Address

222 NEW, STE. 1000
EL PASO, TX 35100

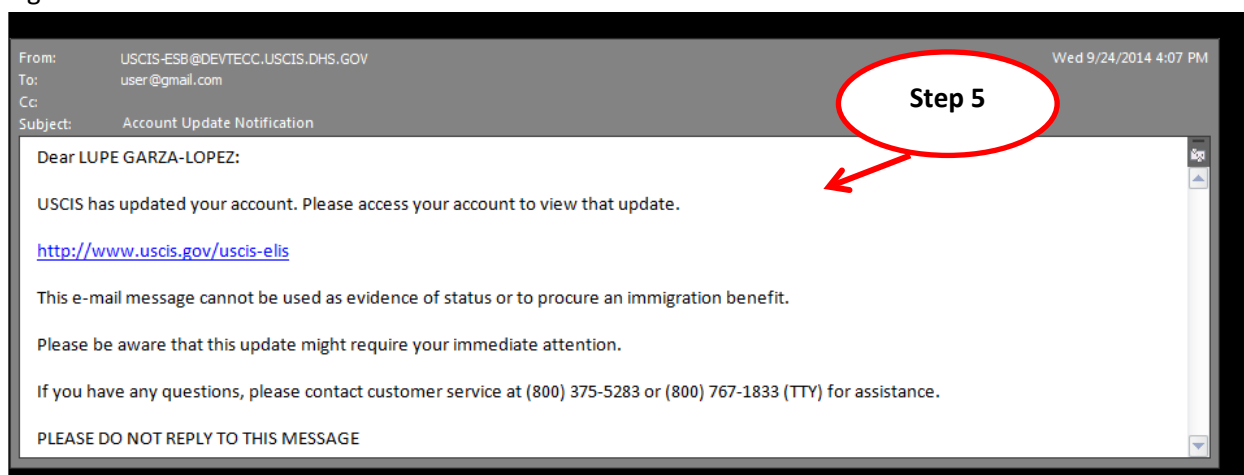
Change Mailing Address

Change Physical Address

Change Contact Preference

Step 5: Log into your email account. Read the email that confirms the changes you made to your contact information. Use the link in the email to return to USCIS ELIS.

Figure 6.2.5: Email Confirmation



From: USCIS-ESB@DEVTECC.USCIS.DHS.GOV
To: user@gmail.com
Cc:
Subject: Account Update Notification

Wed 9/24/2014 4:07 PM

Step 5

Dear LUPE GARZA-LOPEZ:

USCIS has updated your account. Please access your account to view that update.

<http://www.uscis.gov/uscis-elis>

This e-mail message cannot be used as evidence of status or to procure an immigration benefit.

Please be aware that this update might require your immediate attention.

If you have any questions, please contact customer service at (800) 375-5283 or (800) 767-1833 (TTY) for assistance.

PLEASE DO NOT REPLY TO THIS MESSAGE

To Change Mailing Address:

Step 1: Select the **Change Mailing Address** link.

Figure 6.2.6: Change Mailing Address

The screenshot shows the USCIS ELIS Profile page. The 'Address' section on the right contains the 'Mailing Address' and 'Physical Address'. The 'Mailing Address' is 'RAMON TORRES AND ASSOCIATES, 11 DUKE, APT. 1A, NEW YORK, NY 10001'. A red circle labeled 'Step 1' highlights the 'Change Mailing Address' link next to the mailing address.

Step 2: Review and edit your mailing address.

Step 3: Select the **Save** button to save your address changes.

Step 4: Select the **Next** button to proceed to the next section or **Cancel** to reject your changes.

Figure 6.2.7: Change Mailing Address

The screenshot shows the 'Change Mailing Address' form. The form fields are: 'In Care of Name' (ROSA RAMOS AND ASSOCIATES), 'Street Number and Name*' (222 NEW), 'Apt/Ste/Fir' (Suite), 'Apt/Ste/Fir Number' (1000), 'Country*' (United States), 'City/Town*' (EL PASO), 'State*' (Texas), and 'ZIP Code*' (35100). A red circle labeled 'Step 2' points to the form fields. A red circle labeled 'Step 3' points to the 'Save' button. A red circle labeled 'Step 4' points to the 'Next' button. The 'Cancel' button is also visible.

To Change Physical Address:**Step 1:** Select the **Change Physical Address** link.

Figure 6.2.8: Change Physical Address

The screenshot shows the USCIS ELIS Profile page. The 'Address' section on the right contains two sub-sections: 'Mailing Address' and 'Physical Address'. The 'Physical Address' section displays '22 MAIN, APT. 2B NEW YORK, NY 20001' and has a 'Change Physical Address' link below it. This link is circled in red, with an arrow pointing to it from a red circle labeled 'Step 1'.

Step 2: Review and edit your physical address.**Step 3:** Select **Save** or **Cancel**.

Figure 6.2.9: Change Physical Address information

The screenshot shows the 'Change Physical Address' form. At the top, there is a checkbox labeled 'My physical address is the same as my mailing address'. Below this, the form fields are organized into two columns. The left column contains 'Street Number and Name*' (with the value 'AVENIDA DEL CHARRO'), 'Country*' (with a dropdown menu showing 'Mexico'), and 'City/Town*' (with the value 'CIUDAD JUAREZ'). The right column contains 'Apt/Ste/Fir' (with a dropdown menu showing 'Apartment'), 'Apt/Ste/Fir Number' (with the value '1B'), 'Province' (with the value 'CHIHUAHUA'), and 'Postal Code' (with the value '31320'). At the bottom left, there are 'Cancel' and 'Save' buttons. A red circle labeled 'Step 2' points to the 'Apt/Ste/Fir' dropdown menu, and another red circle labeled 'Step 3' points to the 'Save' button.

Note: Once you submit your case, you cannot make changes if the adjudicator is reviewing or makes changes to your account information and address.

6.3 Navigation Panel

On the left side of the screen, you can always access the following options:

Option to Select	Description
Option 1: Form I-90 Instructions	Review the instruction of Form I-90, which are the instructions provided to people filing on paper.
Option 2: Application Fees	Review application fees associated with this benefit type.
Option 3: Save Draft and Exit buttons	Save the information you have entered and Exit out of your account
Option 4: Links to access different sections	Navigate to the different sections of your application

Figure 6.3.1: Navigation Panel Options



Note: Draft cases that are not completed within 30 days will be deleted.

7.0 COMPLETING FORM I-90

This section provides you with instructions on how to:

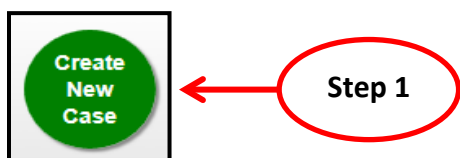
- [Create a new case](#)
- [Upload the evidence documents needed for your case](#)
- [Review your application](#)
- [Sign Form I-90](#)
- [Pay for the application](#)

You will be able to complete each of these tasks by following the instructions below.

7.1 Create New Case – Form I-90

Once you are logged in and are on the Home tab, you can create a new case. This section gives you instructions on how to create a new case and how to provide additional information that may be needed for your case.

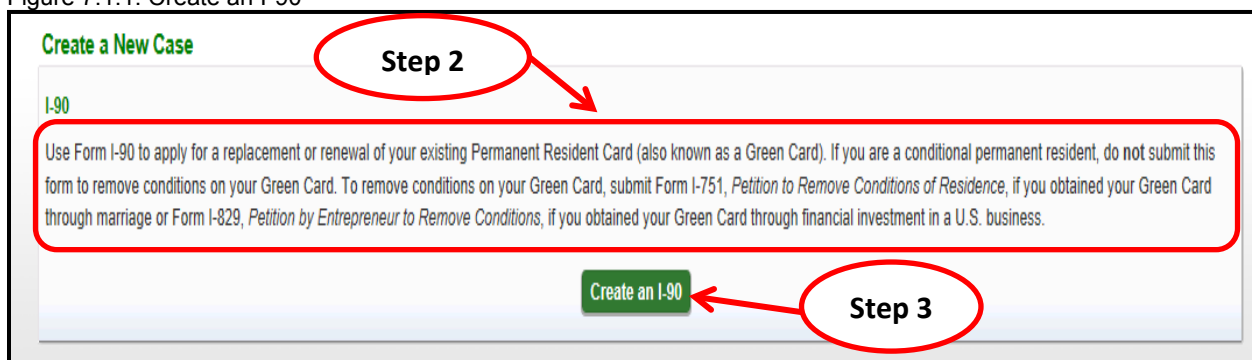
Step 1: On the Home tab, select the green button **Create New Case**.



Step 2: Read the information in the “I-90” box to determine if you should use a Form I-90 or a different form.

Step 3: If you read the information in the I-90 box and determine that you can still file a Form I-90, select the **Create an I-90** button.

Figure 7.1.1: Create an I-90



7.1.1 My Status

The **My Status** section refers to your current immigrant status. There are three status options available to Form I-90 applicants:

1. Permanent resident
2. Permanent resident in commuter status
3. Conditional permanent resident

When choosing your status, keep in mind that you can only choose one. Review the instructions to see how you should fill out the **My Status** sections.

Step 1: Select the **Permanent Resident**, **Permanent Resident in Commuter Status**, or **Conditional Permanent Resident** checkbox.

Once you choose your status, the **Reason for Application** section appears.

Step 2: Select the reason that most applies to you. For example, you can select the “My previous card has been lost, stolen, or destroyed” checkbox if this applies to you (See Figure 7.1.1.1 below).

Once you select a reason for replacing the card, an **application fee** will appear on the left side of the screen. Continue to the [Account](#) section.

Note: At any time, you can select the **Save Draft** and **Exit** buttons, or the **Form I-90 Instructions** button to view further details about the Form I-90. These buttons are located on the left side of your screen (See Figure 7.1.1.1).

Figure 7.1.1.1: My Status and Reasons for Application

* Indicates Required Field

Save Draft **Exit**

My Status is * ? **Step 1**

- ☒ Permanent Resident
- ☐ Permanent Resident In Commuter Status
- ☐ Conditional Permanent Resident

Reason for Application * **Step 2**

- ☐ My previous card has been lost, stolen, or destroyed.
- ☐ My previous card was issued but never received.
- ☐ My existing card has been mutilated.
- ☐ My existing card has incorrect data because of DHS error. (Scan the card that contains the incorrect data and upload it for inclusion with this application under "Evidence Upload.")
- ☐ My name or other biographic information has been legally changed since the issuance of my existing card.
- ☐ My existing card has already expired or will expire within six months.
- ☐ I have reached my 14th birthday and am registering as required. My existing card will expire AFTER my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
- ☐ I have reached my 14th birthday and am registering as required. My existing card will expire BEFORE my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
- ☐ I am a permanent resident who is taking up commuter status.
- ☐ I have been automatically converted to permanent resident status.
- ☐ I have a prior edition of the Alien Registration Card, or I am applying to replace my current Permanent Resident Card for a reason that is not specified above.

I-90 Application

- My Status
- Account
- Name
- Mailing Address
- Physical Address
- Contact
- Additional Information
- Processing Information
- Preparer
- Interpreter
- Upload Evidence
- Review
- Attestation/Acknowledgement
- E-sign
- Payment

[Form I-90 Instructions](#)

7.1.2 Account

This section provides instructions on completing the **Account** section of your Form I-90. You will need your Alien Registration Number, also known as your A-Number. Select the link below to read more about the A-Number.

Step 1: Enter your **Alien Registration Number (A-Number)** ([A-Number](#)). (Required)

Step 2: If available, enter your USCIS ELIS Account Number.

Figure 7.1.2.1: A-Number and Account Number

The image shows a screenshot of the 'Account' section of a USCIS ELIS form. The section is titled 'Account' in green. It contains two input fields. The first field is labeled 'Alien Registration Number (A-Number)*' and has a small 'A-' prefix. The second field is labeled 'USCIS ELIS Account Number (if any)'. Two red circles with arrows point to the input fields. The first circle, labeled 'Step 1', points to the 'Alien Registration Number' field. The second circle, labeled 'Step 2', points to the 'USCIS ELIS Account Number' field.

7.1.3 Your Full Name

The Form I-90 requires your current full name. If your name has changed since you received your Permanent Resident Card, you need to provide your previous name.

This section provides instructions on how to complete the **Your Full Name** section.

Step 1: Enter your name in the **Family Name**, **Given Name**, and **Middle Name** fields.

- a. Check the box **I do not have a given name (first name)** or **I do not have a middle name** if this applies to you.

Step 2: If your name has legally changed since your Permanent Resident Card was issued, select **Yes** and enter your current name(s). Otherwise, select the appropriate answer.

Figure 7.1.3.1 Your Full Name

The screenshot shows the 'Your Full Name' section of the USCIS ELIS form. A red circle labeled 'Step 1' has arrows pointing to the 'Family Name (Last Name)*', 'Given Name (First Name)*', and 'Middle Name*' fields. The 'Family Name' field contains 'admin-last', 'Given Name' contains 'admin-first', and 'Middle Name' contains 'admin-middle'. Below each field is a checkbox for 'I do not have a given name (first name)' and 'I do not have a middle name'. A second 'Step 1' circle points to the 'Given Name' field. Below the name fields is a question: 'Has your name legally changed since the issuance of your Permanent Resident Card?*' with radio buttons for 'Yes', 'No', and 'N/A - I never received my previous card'. A red circle labeled 'Step 2' has an arrow pointing to the 'Yes' radio button. Below this question are three more empty name fields: 'Family Name (Last Name)*', 'Given Name (First Name)*', and 'Middle Name*', each with a corresponding 'I do not have...' checkbox.

Your Full Name

NOTE: Your card will be issued in this name

Family Name (Last Name)* admin-last Given Name (First Name)* admin-first Middle Name* admin-middle

☐ I do not have a given name (first name) ☐ I do not have a middle name

Has your name legally changed since the issuance of your Permanent Resident Card?*

☒ Yes ☐ No ☐ N/A - I never received my previous card

Family Name (Last Name)* Given Name (First Name)* Middle Name*

☐ I do not have a given name (first name) ☐ I do not have a middle name

7.1.4 Mailing Address

This section provides instructions on how you should complete the **Mailing Address** section.

Step 1: Enter your **Street Number and Name**, **City/Town**, **Country**, and all mailing address information that applies to you.

Once you complete all the mailing address fields, a pop-up box titled **Address Standardization (USPS)** will appear to the right side.

Step 2: Choose the mailing address preference you want to use. If you want to use the address in the **Address Standardization (USPS)** box, select the **Use this Address** button inside the pop-up box.

Figure 7.1.4.1 Mailing Address

The screenshot displays the 'Mailing Address' form and an 'Address Standardization (USPS)' pop-up box. The form fields are as follows:

- In Care of Name:** (Empty text box)
- Street Number and Name*:** 111 Tower Drive
- Apt/Ste/Fir:** Select (Dropdown menu)
- Apt/Ste/Fir Number:** (Empty text box)
- Country*:** United States (Dropdown menu)
- City/Town*:** Allen
- State*:** Massachusetts (Dropdown menu)
- Zip Code*:** 22111

The 'Address Standardization (USPS)' pop-up box contains the following information:

- USPS found an address matching your entry, do you want to use this address instead?
- 700 Default Ave
- LEXINGTON, KY 40508-3422
- Use this Address** (Green button)

Red circles and arrows highlight the steps: 'Step 1' points to the 'Street Number and Name' field, and 'Step 2' points to the 'Use this Address' button.

7.1.5 Physical Address

When filling out the **Physical Address** section, you have the option to provide an additional physical address or to use your mailing address as your physical address.

Step 1: If your physical address is different than your mailing address, fill in the correct address information. **Do not** check the box.

If your physical address is the same as your mailing address, select the **My physical address is the same as my mailing address** checkbox to auto-populate the fields using your mailing address.

Figure 7.1.5.1 Physical Address

The screenshot shows the 'Physical Address' section of a form. At the top, the title 'Physical Address' is in green. Below it is a checkbox labeled 'My physical address is the same as my mailing address'. A red circle is drawn around this checkbox, and a red arrow points to it from the text 'Step 1' which is also circled in red. Below the checkbox are several input fields: 'Street Number and Name*' with the value '111 Tower Drive', 'Country*' with a dropdown menu showing 'United States', 'City/Town*' with the value 'Allen', 'Apt/Ste/Flr' with a dropdown menu showing 'Select', 'State*' with a dropdown menu showing 'Massachusetts', and 'Zip Code*' with the value '22111'. The 'Apt/Ste/Flr' and 'Zip Code' fields are empty.

7.1.6 Contact Information

Provide accurate and up-to-date contact information. It will be used if USCIS needs to contact you.

Step 1: Provide a valid **Email Address**, **Daytime Telephone Number**, and **Mobile Telephone Number**.

Figure 7.1.6.1 Contact Information

The screenshot shows a form titled "Contact Information" in green text. Below the title are three input fields: "Email Address" with the value "admin@example.com", "Daytime Telephone Number" (empty), and "Mobile Telephone Number" with the value "(808) 555-1212". A red oval labeled "Step 1" is positioned to the left of the input fields, with three red arrows pointing to each of the three input fields, indicating that this step requires providing all three pieces of information.

7.1.7 Additional and Biographical Information

The Form I-90 requires your date of birth, country of birth, gender, and further information. This section provides instructions for completing the **Additional Information** and **Biographic Information** sections.

Step 1: Enter **Date of Birth**, **Country of Birth**, **Date of Admission**, **Gender** and additional biographic information in the applicable fields.

Figure 7.1.7.1 Additional and Biographic Information

The screenshot displays two side-by-side form panels. The left panel, titled 'Additional Information', contains fields for 'Date of Birth*', 'Country of Birth*' (with a dropdown), 'City/Town/Village of Birth', 'Mother's Given Name (First Name)', 'Father's Given Name (First Name)', 'U.S. Social Security Number(if any)', 'Class of Admission' (with a dropdown), and 'Date of Admission*'. The right panel, titled 'Biographic Information', contains fields for 'Gender*' (with a dropdown), 'Height' (with 'Feet' and 'Inches' dropdowns), 'Weight (in pounds)', 'Eye Color' (with a dropdown), 'Hair Color' (with a dropdown), 'What is your ethnicity?' (with a dropdown), and 'What is your race? (Select all applicable)' with a list of checkboxes: 'American Indian or Alaska Native', 'Asian', 'Black or African American', 'Native Hawaiian or Other Pacific Islander', and 'White'. A red circle with the text 'Step 1' is overlaid on the 'Date of Birth' field in the 'Additional Information' section.

Note: Enter **Date of Birth** as MM/DD/YYYY.

7.1.8 Processing Information, Accommodations, Preparer, and Interpreter

This section gives you step-by-step instructions on how to fill out the Processing Information, Accommodations, Preparer, and Interpreter sections.

Step 1: Processing Information section (See Figure 7.1.8.1)

- Type your answers in the open fields **Where did you apply for your immigrant visa or adjustment of status?** and **Where was your immigrant visa issued or which USCIS office granted you adjustment of status?**
- Select **Yes** or **No** for the question **Did you enter the United States with an immigrant visa?** If you select **Yes**, you must provide your destination in the United States at the time of your admission and your port of entry.
- Select **Yes** or **No** for the question **Have you ever been in exclusion, deportation, or removal proceedings, or ordered removed from the United States?** If you select **Yes**, you must provide a detailed explanation.
- Select **Yes** or **No** for the question **Since you were granted permanent residence, have you ever filed Form I-407, Abandonment by Alien of Status as Lawful Permanent Resident, or otherwise been determined to have abandoned your status?** If you select **Yes**, you must provide a detailed explanation.

Figure 7.1.8.1: Processing Information

The screenshot displays the 'Processing Information' section of the USCIS ELIS form. It contains several questions with corresponding input fields. Red circles and arrows highlight specific steps:

- Step 1a:** Points to the text input fields for 'Where did you apply for your immigrant visa or adjustment of status?' and 'Where was your immigrant visa issued or which USCIS office granted you adjustment of status?'. Both fields contain the text 'Ciudad Juarez'.
- Step 1b:** Points to the radio button selection for 'Did you enter the United States with an immigrant visa?'. The 'Yes' option is selected.
- Step 1c:** Points to the dropdown menu for 'Have you ever been in exclusion, deportation, or removal proceedings, or ordered removed from the United States?'. The 'Yes' option is selected.
- Step 1d:** Points to the dropdown menu for 'Since you were granted permanent residence, have you ever filed Form I-407, Abandonment by Alien of Status as Lawful Permanent Resident, or otherwise been determined to have abandoned your status?'. The 'Yes' option is selected.

Additional visible fields include:

- 'What was your destination in the United States at the time of your admission?': Texas
- 'Which Port of Entry were you admitted to the United States?': EL PASO, TX (EL)
- Text input boxes for detailed explanations under the 'Yes' selections for Steps 1c and 1d.

Step 2: Accommodations for Individuals with Disabilities and Impairments section.

- a. If you are requesting accommodations because of a disability and/or impairment, select **Yes**, check the boxes that apply to you, and enter a detailed explanation.
- b. If you are NOT requesting accommodations, select **No**.

Figure 7.1.8.2: Accommodations for Individuals with Disabilities and Impairments

Accommodations for Individuals with Disabilities and Impairments

Are you requesting an accommodation because of your disabilities and/or impairments?

☒ Yes ☐ No

Step 2

☒ I am deaf or hard of hearing and request the following accommodation (If requesting a sign-language interpreter, indicate for which language (e.g. American Sign Language)).
Comments*
I need a spanish sign language interpreter.

☒ I am blind or have low vision and request the following accommodation:
Comments*
I need USCIS correspondence written in braille.

☒ I have another type of disability and/or impairment. (Describe the nature of your disability and/or impairment and the accommodation you are requesting):
Comments*
I need wheelchair access.

Step 3: Preparer section

- a. If someone prepared this form for you, select the **Yes, somebody else prepared this form for me** checkbox.
- b. Enter the **Preparers Name, Business/Organization Information, Mailing Address, and Contact Information**.
- c. Select the appropriate checkbox to indicate if the preparer is an attorney or accredited representative or not.

Figure 7.1.8.3: Preparer

The screenshot displays the 'Preparer' section of the USCIS ELIS form. It includes several input fields for preparer information, with red circles and arrows highlighting specific steps:

- Step 3a:** Points to the checkbox labeled 'Yes, somebody else prepared this form for me.' which is checked.
- Step 3b:** Points to the 'Preparer Mailing Address' section, which includes fields for Street Number and Name (3846 Fifth), Apt/Ste/Fir (Select), Apt/Ste/Fir Number, Country (United States), City/Town (El Paso), State (Texas), and Zip Code (33462).
- Step 3c:** Points to the 'Preparer Information*' section at the bottom, which contains two radio buttons: 'Preparer is an attorney or accredited representative.' (selected) and 'Preparer is not an attorney or accredited representative.'

Other sections visible include 'Preparer Name' (Family Name: Chung, Given Name: Rosa), 'Preparer's Business/Organization Information' (Preparer's Business or Organization Name: General Legal Services), and 'Preparer Contact Information' (Preparer's Email: rosa@mail.com, Preparer's Daytime Telephone Number: (315) 489-5100, Preparer's Fax Number: (315) 489-5200).

Step 4: Interpreter section

- a. If someone interpreted this form for you, select the **Yes, somebody else interpreted this form for me** checkbox. Enter a detailed explanation.
- b. Enter the interpreter's correct contact information.

Step 5: Select **Save Draft** to continue working in this section, **Save and Exit** to exit, or **Continue to Evidence Upload** to continue to the next section.

Figure 7.1.8.4: Interpreter

Interpreter

☒ Yes, somebody else interpreted the instructions and questions on this application for me

Interpreter Name

Family Name (Last Name): Chung
Given Name (First Name): Rosa

Interpreter Mailing Address

Street Number and Name: 3846 Fifth
Apt/Ste/Fir: Select
Apt/Ste/Fir Number: 33462
Country: United States
City/Town: El Paso
State: Texas
Zip Code: 33462

Interpreter Contact Information

Interpreter's Business or Organization Name: General Legal Services
Interpreter's Email: rosa@mail.com
Interpreter's Daytime Telephone Number: (315) 489-5100

Interpreted Language Information

Interpreted Language: Spanish

Step 4

Step 5

Save Draft Save and Exit Continue to Evidence Upload

7.2 Evidence Upload

This section provides instructions for preparing acceptable documents to upload as evidence. USCIS ELIS accepts evidence documents that follow specific file standards, file types, image size, and image resolution. The **Evidence Categories and Sample Documents for Form I-90** section explains this information.

Scan and save your evidence documents as separate files. Creating separate files will allow you to match and upload your evidence document to the requested type of evidence.

Note: All documents, responses, and comments must be in English or have English translations.

Step 1: Review the information in the **Evidence Upload** and **Evidence Categories and Sample Documents for Form I-90** sections.

Step 2: Proceed to the **Upload Instructions** section. (Section 7.2.1)

Figure 7.2.1: Evidence Upload

Evidence Upload

Based on your responses to the questions in this application, you will need to upload supporting evidence. You must submit all required evidence and supporting documentation with your application. Failure to provide required evidence may result in a delay in processing your application. Any document containing a foreign language must be accompanied by a full English translation. The translator must sign a certification that the English language translation is complete and accurate, and that the translator is competent to translate from the foreign language into English. See the application instructions for further details.

Evidence Categories and Sample Documents for Form-I90

You are required to submit supporting evidence for your application. This chart identifies specific evidence categories and examples of types of documents from each category. Please submit all appropriate evidence in support of your application.

Note: The list is **not exhaustive**, you may submit other types of documents in support of your application, petition, or request.

Category	Sample Types of Acceptable Evidence
Identity/Travel Documents	<p>USCIS requires a government-issued identification document (ID) to establish your identity, verify travel history, or to determine your eligibility for the requested immigration benefit.</p> <p>Examples:</p> <ul style="list-style-type: none">• Permanent Resident Card• Passport• Driver's license• National ID• Military ID• State-issued photo ID• Any other government-issued ID that contains your name, date of birth, photograph, and signature.

7.2.1 Upload Instructions

Prepare to upload your evidence documents. The **Upload Instructions** section provides additional instructions for where to find the types of files that are accepted for the Form I-90.

Step 1: Review the upload instructions.

Step 2 (Optional): Select the **Click to view the File Upload How to Chart** link to review additional instructions on how to upload documents. The chart is displayed in Figure 7.2.1.1.

Figure 7.2.1.1 Upload Instructions

Upload Instructions

For each document that you submit, please select the "Category" from the drop down list provided. We recommend that you describe the type of document in the file name. For example, if you are uploading a scanned image of your Permanent Resident Card consider "MyPermanentResidentCard.jpg" as the file name.

[Click to view the File Upload How To Chart.](#)

List of All Acceptable File Standards

Acceptable File Standards:

Before you upload your scanned evidence, please use the proper format. The file should be saved as an image document should end with a period (.) and one of the following (.pdf, .jpg, .tif).

Step 2 (points to the link "Click to view the File Upload How To Chart.")

Step 1 (points to the instruction: "We recommend that you describe the type of document in the file name.")

✓ Acceptable	✗ Not Acceptable
<p>Save each document type in separate file. Make file name descriptive.</p> <p>If possible, keep pages to the same document type in one file.</p> <p>Documents separated into multiple files should use unique file names.</p>	<p>Do NOT save documents for multiple individuals to the same file.</p> <p>Do NOT save multiple document types to the same file.</p> <p>Do Not use duplicate file names.</p>

7.2.2 File Upload

Below are step-by-step instructions on how to upload your file.

Step 1a: From the **Type of Document** drop-down menu, select the type of document you are uploading.

Step 1b: Select the **Browse** button to locate and select the document.

Step 2: Once you select your document and see it listed, select the **Start upload** button.

Step 3: View your uploaded file(s) in the **Uploaded Files** section.

Step 4: Select the **I am Ready to Review My Application** button to continue.

Figure 7.2.2.1: File Upload

The screenshot displays the 'File Upload' section of the USCIS ELIS application. It includes a sidebar with 'Application Fees' and a navigation menu. The main content area is divided into two sections: '1 Select Document Type and Browse for Documents' and '2 Selected Documents for Upload'. The first section contains a 'Type of Document' dropdown menu and a 'Browse...' button. The second section contains a table of uploaded files with columns for 'File Name', 'Category', 'File Size', and 'Action'. The 'Uploaded Files' section at the bottom shows a list of files with 'Delete' buttons. Red circles and arrows highlight the following steps:

- Step 1a:** Selecting the 'Type of Document' dropdown menu.
- Step 1b:** Clicking the 'Browse...' button.
- Step 2:** Clicking the 'Start upload' button.
- Step 3:** Viewing the 'Uploaded Files' section.
- Step 4:** Clicking the 'I am Ready to Review My Application' button.

Application Fees:

Filing:	\$0
Biometric	\$85
Services:	
Total:	\$85

File Upload

1 Select Document Type and Browse for Documents

- Only 5 files may be uploaded at a time.
- Maximum file-size is 60MB per file.
- Please make sure that your file is in a proper format (bmp, doc, docx, gif, html, jpeg, ppt, pptx, tiff, tif, txt, xls, xlsx).

Type of Document:

2 Selected Documents for Upload (Note: Click the "Start Upload" button to begin uploading)

File Name	Category	File Size	Action
Evidence_PDF_Proof_Residence.pdf	Proof of Residence		<input type="button" value="Remove"/>
Evidence_TIFF_Identity.tiff	Identity/Travel Documents		<input type="button" value="Remove"/>
Evidence_JPG_Employment.jpg	Employment		<input type="button" value="Remove"/>

Uploaded Files

Show 10 entries

File name	Upload Category	Action
Evidence_JPG_Employment.jpg	Employment	<input type="button" value="Delete"/>
Evidence_PDF_Proof_Residence.pdf	Proof of Residence	<input type="button" value="Delete"/>

7.3 Review Application

In this section, you can see your application, view the information you provided, and make necessary changes.

The **Review Application** section shows the contents of your benefit request as a PDF document (snapshot) and allows you to save and print the benefit request form.

Step 1: Read the information on the **Review Application** screen.

Step 2: Select the **Click to review the application form** button.

Step 3: Review the completed form in PDF format in a new screen. (See Figure 7.3.1 for an example). You can save or print a copy of the form.

- a. If you find any errors and need to make corrections, close the new screen with the completed form and use the Navigation Panel on the left to select the section you need to correct.

Step 4: Select **Proceed to Attestation/Acknowledgement** to go to the E-Sign screen.

Figure 7.3.1: Review Application

The screenshot shows the 'Review Application' screen in the USCIS ELIS system. The interface includes a top navigation bar with 'Save Draft' and 'Exit' buttons. A left sidebar contains a list of application sections: 'I-90 Application', 'My Status', 'Account', 'Name', 'Mailing Address', 'Physical Address', 'Contact', 'Additional Information', 'Processing Information', 'Preparer', and 'Interpreter'. The main content area displays the title 'Review Application' and a message: 'Your responses may not appear in their entirety on your copy of this request. USCIS ELIS will still accurately record your entire response. Please review your application in its entirety to ensure that it is complete and that all of the information contained in your application and in your supporting documents are true and correct. You may save and print a copy of your application for your records. If you need to make any changes to your application, please select I-90 Application on the left side of this page to return to your application.' Below this message is a button labeled 'Click to review the application form'. At the bottom of the screen is a green button labeled 'Proceed to Attestation/Acknowledgement'. Red circles and arrows indicate the following steps: Step 1 points to the 'Review Application' title; Step 2 points to the 'Click to review the application form' button; Step 3 points to the 'Proceed to Attestation/Acknowledgement' button; and Step 4 points to the 'Proceed to Attestation/Acknowledgement' button. A red circle labeled 'Step 3a' points to the 'I-90 Application' section in the left sidebar. Below the main screen, a preview of the 'Application to Replace Permanent Resident Card' form is shown, featuring fields for personal information, physical address, and additional details.

7.4 Attestation and Acknowledgement Screen

In this section, you read and acknowledge that you understand the required appointment at the USCIS Application Support Center and E-sign to the E-Signature Attestation and USCIS Privacy Act Statement.

Step 1: Read the **Acknowledgement of Required Appointment at USCIS Application Support Center** sections.

Step 2: Click **I am Ready to E-sign My Application** button.

Figure 7.4.1: Acknowledgement of Required Appointment

Acknowledgement of Required Appointment at USCIS Application Support Center

USCIS may require that you appear for an interview or provide fingerprints, photograph, and/or signature at any time to verify your identity, obtain additional information, and conduct background and security checks, including a check of criminal history records maintained by the Federal Bureau of Investigation (FBI), before making a decision on your application. After USCIS receives your application and ensures it is complete, we will inform you in writing (or by email notice if you e-file your application), if you need to attend a biometric services appointment. If an appointment is necessary, the notice will provide you the location of your local or designated USCIS Application Support Center (ASC) and the date and time of your appointment. If you fail to attend your biometric services appointment, USCIS may deny your application.

Review the USCIS ASC Acknowledgement that appears below. The purpose of this acknowledgement is to confirm that you have completed your application, reviewed your responses, and verified that the information was provided by you and is complete, true, and correct. If someone helped you fill out your application, that person must review the acknowledgement with you to make sure you understand it.

I, PEDRO GARCIA, understand that the purpose of a USCIS Application Support Center (ASC) appointment is for me to provide my fingerprints, photograph, and/or signature, and to re-verify that all of the information in my application is complete, true, and correct and was provided by me. I understand that I will sign my name to the following declaration which USCIS will display to me at the time I provide my fingerprints, photograph, and/or signature during my USCIS ASC appointment.

By signing here, I declare under penalty of perjury that I have reviewed and understand my application as identified by the receipt number displayed on the screen above, and all supporting documents, applications, petitions, or requests filed with my application that I (or my attorney or accredited representative) filed with USCIS, and that all of the information in these materials is complete, true, and correct.

I also understand that when I sign my name, provide my fingerprints, and/or am photographed at the USCIS ASC, I will be re-verifying that I willingly submit this application; I have reviewed the contents of this application; all of the information in my application and all supporting documents submitted with my application were provided by me and are complete, true, and correct; and if I was assisted in completing this application, the person assisting me also reviewed this Acknowledgement of Appointment at USCIS Application Support Center with me.

Step 1

Step 2 → **I am Ready to E-sign My Application**

7.5 E-sign

The **E-sign** Screen displays the E-Signature Attestation and USCIS Privacy Act Statement. The E-sign section allows you to read and agree to the E-Signature Attestation and USCIS Privacy Act Statement, e-sign the benefit request, and proceed to pay for the Form I-90.

Step 1: Read the information on **Application Statement** and select the 1a, 1b, or 2 check box. You can only select one check box.

Step 2: Read the information on the **Applicant's Certification** section.

Figure 7.5.1: E-Sign

ESIGN

NOTE: Read the information on penalties in the Form I-90 Instructions before completing this part. You must file Form I-90 while in the United States.

Applicant's Statement

Select the box for either **Item Number 1.a.** or **1.b.** If applicable, select the box for **Item Number 2.**

☐ **1. a** I can read and understand English, and have read and understand every question and instruction on this application, as well as my answer to every question. I have read and understand the **Acknowledgement of Appointment at USCIS Application Support Center**.

☐ **1. b** The interpreter named, {Interpreter First Name} {Interpreter Last Name}, has read to me every question and instruction on this application, as well as my answer to every question in {Interpreted Language}, a language in which I am fluent. I understand every question and instruction on this application as translated to me by my interpreter, and have provided complete, true, and correct responses in the language indicated above. The interpreter named, {Interpreter First Name} {Interpreter Last Name}, also has read the **Acknowledgement of Appointment at USCIS Application Support Center** to me, in the language in which I am fluent, and I understand this Application Support Center (ASC) Acknowledgement as read to me by my interpreter.

☐ **2-** I have requested the services of and consented to {Preparer First Name} {Preparer Last Name}, who is not an attorney or accredited representative, preparing this application for me. This person who assisted me in preparing my application has reviewed the **Acknowledgement of Appointment at USCIS Application Support Center** with me, and I understand the ASC Acknowledgement.

Applicant's Certification

Copies of any documents I have submitted are exact photocopies of unaltered, original documents, and I understand that USCIS may require that I submit original documents to USCIS at a later date. Furthermore, I authorize the release of any information from any and all of my records that USCIS may need to determine my eligibility for the immigration benefit that I seek.

I furthermore authorize release of information contained in this application, in supporting documents, and in my USCIS records to other entities and persons where necessary for the administration of U.S. immigration laws.

I certify, under penalty of perjury, that the information in my application and any document submitted with my application were provided by me and are complete, true, and correct.

Step 3: Enter your full name and USCIS ELIS Password.

Figure 7.5.2: Signature



Full Legal Name (First Name, Middle Name, Last Name)* Pedro Garcia

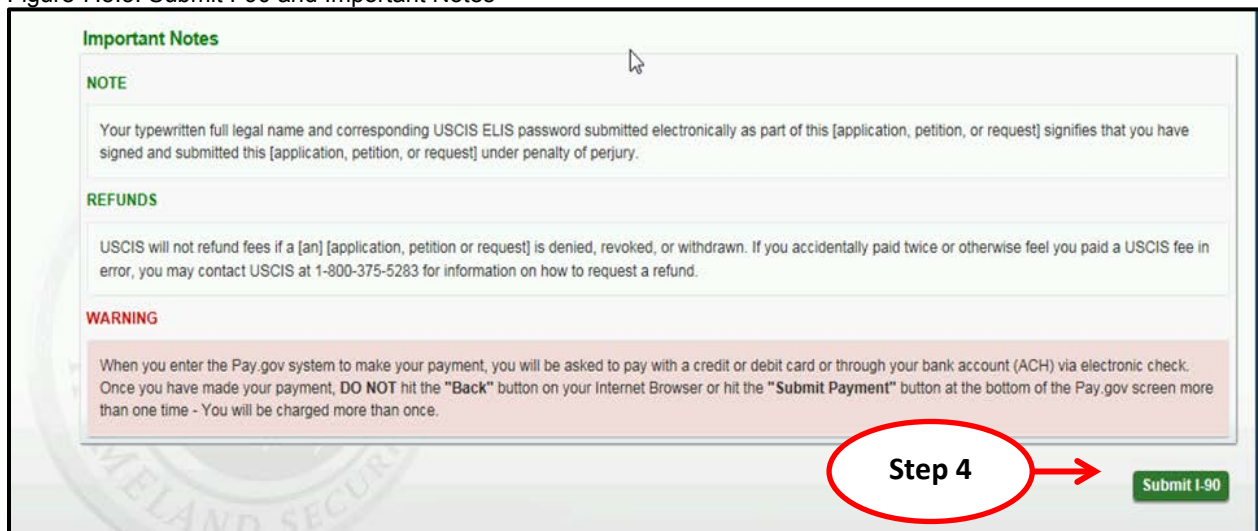
USCIS ELIS Password*

Step 3

Note: If you enter the wrong password 3 times, you will be locked out of USCIS ELIS for 20 minutes before you can log in.

Step 4: Read the **Important Notes** and once you're ready, click the **Submit I-90** button.

Figure 7.5.3: Submit I-90 and Important Notes



Important Notes

NOTE

Your typewritten full legal name and corresponding USCIS ELIS password submitted electronically as part of this [application, petition, or request] signifies that you have signed and submitted this [application, petition, or request] under penalty of perjury.

REFUNDS

USCIS will not refund fees if a [an] [application, petition or request] is denied, revoked, or withdrawn. If you accidentally paid twice or otherwise feel you paid a USCIS fee in error, you may contact USCIS at 1-800-375-5283 for information on how to request a refund.

WARNING

When you enter the Pay.gov system to make your payment, you will be asked to pay with a credit or debit card or through your bank account (ACH) via electronic check. Once you have made your payment, **DO NOT** hit the "Back" button on your Internet Browser or hit the "Submit Payment" button at the bottom of the Pay.gov screen more than one time - You will be charged more than once.

Step 4 → **Submit I-90**

7.6 Payment and Submission Confirmation

After you sign and submit Form I-90, you will proceed to the Pay.Gov system to pay for your application. Once you submit your payment, you will return to USCIS ELIS and confirm your application was received.

Step 1: Once you submit Form I-90, you will be directed to the Pay.Gov system.

- a. Enter your payment information if you are paying with a check or your bank account. Click **Continue with ACH Payment**.

Figure 7.6.1: Pay.Gov System – Check Card

U.S. Citizenship and Immigration Services

System Message

- The system has populated the Payment Date with the next available payment date.

Online Payment [Return to your originating application](#)

Step 1: Enter Payment Information 1 | 2

Pay Via Bank Account (ACH) [About ACH Debit](#)

Required fields are indicated with a red asterisk *

Account Holder Name: *

Payment Amount: \$330.00

Account Type: *

Routing Number: *

Account Number: *

Confirm Account Number: *

Check Number:

Routing Number: 026946783 Account Number: 9243767390 Check Number: 1234

Payment Date: 08/22/2013

Select the "Continue with ACH Payment" button to continue to the next step in the ACH Debit Payment Process.

- b. Enter your card information if you are paying with debit or credit card. Click **Continue with ACH Plastic Card Payment**.

Figure 7.6.2: Pay.Gov System – Visa or Credit Card

Pay Via Plastic Card (PC) (ex: American Express, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk *

Account Holder Name: *

Payment Amount: \$330.00

Billing Address: *





Billing Address 2:

City:

State / Province:

Zip / Postal Code:

Country: United States

Card Type: *    

Card Number: * (Card number value should not contain spaces or dashes)

Security Code: * [Help finding your security code](#)

Expiration Date: * / *

Select the "Continue with Plastic Card Payment" button to continue to the next step in the Plastic Card Payment Process.

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

Step 2: Enter your email address and confirm your email address. Check the **Authorization and Disclosure** box to authorize your payment. Click on the **Submit Payment** button.

Figure 7.6.3: Authorize Payment

U.S. Citizenship and Immigration Services

Online Payment [Return to your originating application](#)

Step 2: Authorize Payment 1 | 2

Payment Summary [Edit this information](#)

Address Information	Account Information	Payment Information
Account Holder Name: John Smith Billing Address: 123 Main St Billing Address 2: City: State / Province: Zip / Postal Code: Country: USA	Card Type: Visa Card Number: *****1111	Payment Amount: \$330.00 Transaction Date 08/21/2013 and Time: 10:21 EDT

Email Confirmation Receipt
To have a confirmation sent to you upon completion of this transaction, provide an email address and confirmation below.

Email Address:

Confirm Email Address:

CC: Separate multiple email addresses with comma

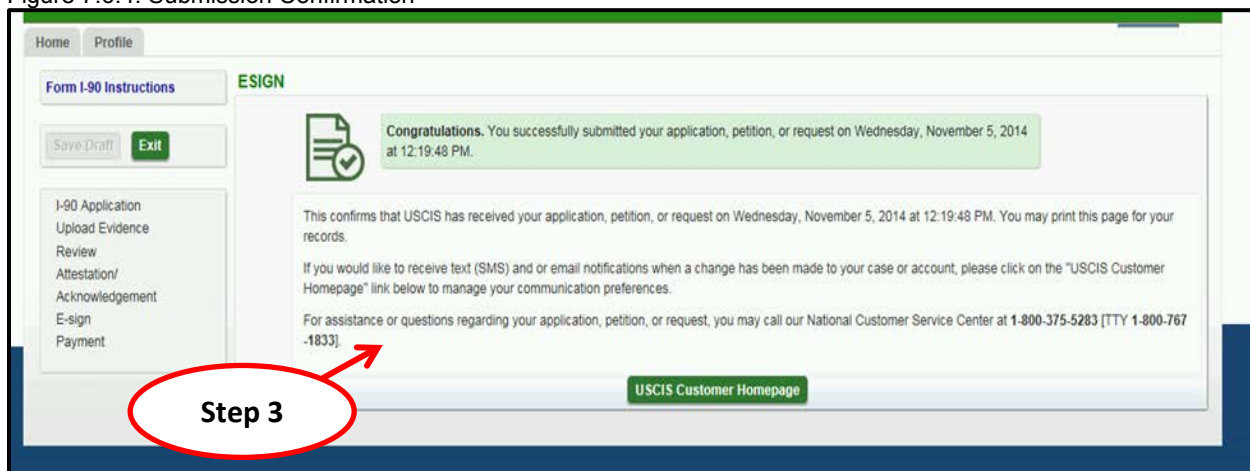
Authorization and Disclosure
Required fields are indicated with a red asterisk *

I authorize a charge to my card account for the above amount in accordance with my card issuer agreement. ☒ *

Press the "Submit Payment" Button only once. Pressing the button more than once could result in multiple transactions.

Step 3: Once you submit payment, you will return to USCIS ELIS to confirm you successfully paid for Form I-90.

Figure 7.6.4: Submission Confirmation



Note: Once your case is submitted, you will not be able to make changes to your profile if the adjudicator is reviewing your application.

Step 4: Once your case is submitted, you will be contacted by email or phone about updates made to your account. Updates include your **Receipt Notice**, **Biometrics Appointment**, and **Receipt Number**. Log into USCIS ELIS to read your Notice Date, Receipt Number, Applicant Name, and Notice Type located on your home page in the **Recent Notices** section.

Note: After you receive your **Receipt Notice**, you will receive a **Biometrics Appointment** with the Applicant Service Center (ASC). You are required to attend and provide biometric information such as a passport-style photograph, signature, and fingerprints. You may also receive a **Request for Evidence** (RFE).

To learn more about your case's status and RFE's, see Section 8.0 [Check the Status of Your Cases](#).

Figure 7.6.5: Recent Notices

The screenshot displays the USCIS ELIS interface. At the top, the USCIS logo and 'U.S. Citizenship and Immigration Services' are visible. Navigation links include 'Contact Us', 'Accessibility', 'Plug-ins', and 'Log Out'. A green header bar contains 'FORMS', 'NEWS', 'RESOURCES', 'LAWS', 'OUTREACH', and 'ABOUT US'. Below this, a 'Home' button and a 'Profile' link are present.

The 'Recent Notices' section features a table with the following data:

Notice Date	Receipt Number	Applicant Name	Notice Type
10/1/14	IOE0733696765	GARZA-LOPEZ, LUPE NMN	Appointment Scheduled
10/1/14	IOE0733696765	GARZA-LOPEZ, LUPE NMN	Receipt Notice

A 'View All Notices' link is located at the bottom right of the table. To the right of the table is a green circular button labeled 'Create New Case'. Further right, an 'Actions' box contains links for 'Manage My Contact Preferences, Change my Addresses' and 'View All My Cases'.

The 'Recent Cases' section displays details for a specific case:

- Receipt Number: IOE0733696765
- Request Type: Application to Replace Permanent Residence Card
- Case Received Date: 10/01/2014
- Received As: EFile
- Status: In Process
- Status Message: Your benefit request has been accepted and is under review.
- Pending Action:
- Draft Expiration Date:

A 'View Case Details for IOE0733696765' link is at the bottom. A red arrow points from a circle labeled 'Step 4' to the 'Create New Case' button.

8.0 CHECK THE STATUS OF YOUR CASES

Log into USCIS ELIS. On the Customer Home Page, you can review your receipt number, check the status of the case, read your status message, and review your case documents.

This section gives you instructions on how to check the case status and case documents.

Step 1: Enter your **Email Address** and **Password**.

Step 2: Select the **Log In** button.

Figure 8.0.1: Customer Login

Sign in to USCIS

Email Address:

Password:

Step 2 → **Log In**

Create a NEW Account

If you want to apply online OR if you received a Case Passcode, you need to create a new account.

Step 1 → **Create a NEW Account**

Step 3: In the **Recent Cases** section, select the case you want to review. Click on **View Case Details** to review the case's receipt number, accepted case information, and document links.

Step 4: Write down the receipt number for your case to use later.

Figure 8.0.2: Receipt and Case Documents

Recent Cases

Receipt Number: IOE0014239637
Request Type: Application to Replace Permanent Resident Card
Case Received Date: 09/03/2014
Received As: EFile
Status: In Process
Status Message: Your benefit request is pending because USCIS has issued a Request for Evidence (RFE) and is awaiting a response from you or your representative.
Pending Action: Pending RFE Response
Draft Expiration Date: [View Case Details for IOE0014239637](#)

Receipt Number: IOE0549628466
Request Type: Application to Replace Permanent Resident Card
Case Received Date: 09/03/2014
Received As: EFile
Status: Closed
Status Message: USCIS has denied your application, petition, or request. Please see your Denial Notice for additional information and instructions on how to file an administrative appeal (if appeals are permitted for your request type).
Pending Action: [View Case Details for IOE0549628466](#)

Step 3 → [View Case Details for IOE0014239637](#)

Step 4 → **Receipt Number: IOE0549628466**

Note: You may see more than one case if you have previously applied for a benefit in USCIS ELIS, otherwise you will only see the recently filed benefit.

9.0 RESPONDING TO A REQUEST FOR EVIDENCE (RFE)

This section provides instructions on how to respond to an RFE. USCIS may ask you for additional information such as Proof of Residence, Identity/Travel documents, Employment verification. You will be notified by email or phone if you need to respond to an RFE. In order to respond to an RFE, you will need to log in to the USCIS ELIS portal. The RFE notice will appear in the **Recent Notices** section on your Home page.

9.1 Log in to USCIS ELIS

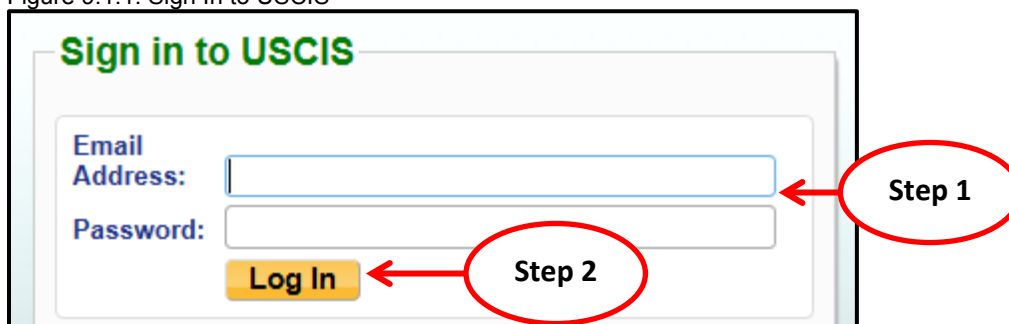
Log in to USCIS ELIS to respond to an RFE and review other tasks.

Click the following link to launch USCIS ELIS: <https://myaccount.uscis.dhs.gov>

Step 1: Enter your email address and password.

Step 2: Select the **Log In** button.

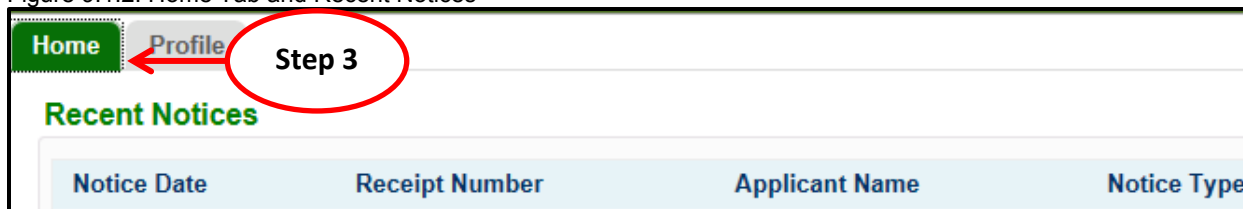
Figure 9.1.1: Sign In to USCIS



The screenshot shows the 'Sign in to USCIS' page. It has a title 'Sign in to USCIS' in green. Below it are two input fields: 'Email Address:' and 'Password:'. A yellow 'Log In' button is at the bottom. A red circle labeled 'Step 1' points to the 'Email Address' field, and another red circle labeled 'Step 2' points to the 'Log In' button.

Step 3: Once you are logged in, select the **Home** tab to proceed to **Recent Notices**.

Figure 9.1.2: Home Tab and Recent Notices



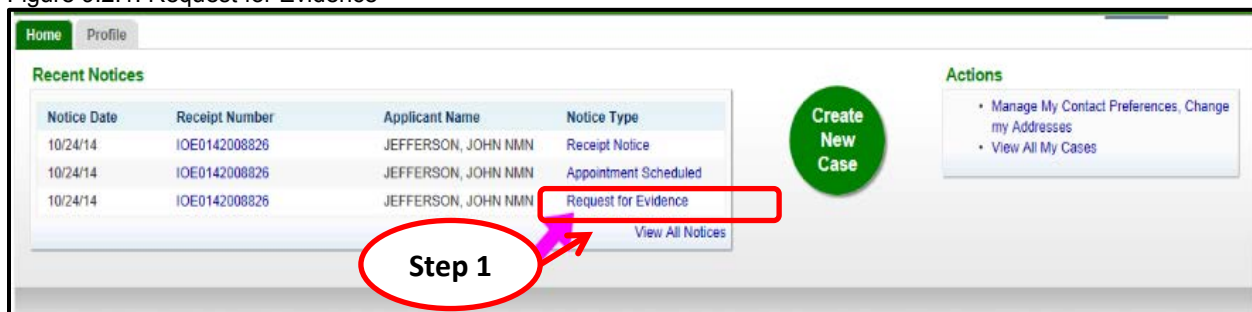
The screenshot shows the USCIS Home Tab. At the top, there are two tabs: 'Home' (highlighted in green) and 'Profile'. A red circle labeled 'Step 3' points to the 'Home' tab. Below the tabs is a section titled 'Recent Notices' in green. Under this section is a table with four columns: 'Notice Date', 'Receipt Number', 'Applicant Name', and 'Notice Type'.

9.2 Review Receipt Notice and RFE Notice

When you are ready to review the Receipt Notice and RFE notice, follow the instructions below.

Step 1: Read the Notice Type. If you have an RFE, select the **Request for Evidence** link to open the PDF document in a new browser window. After you review the file, close the PDF to return to the **Home** tab.

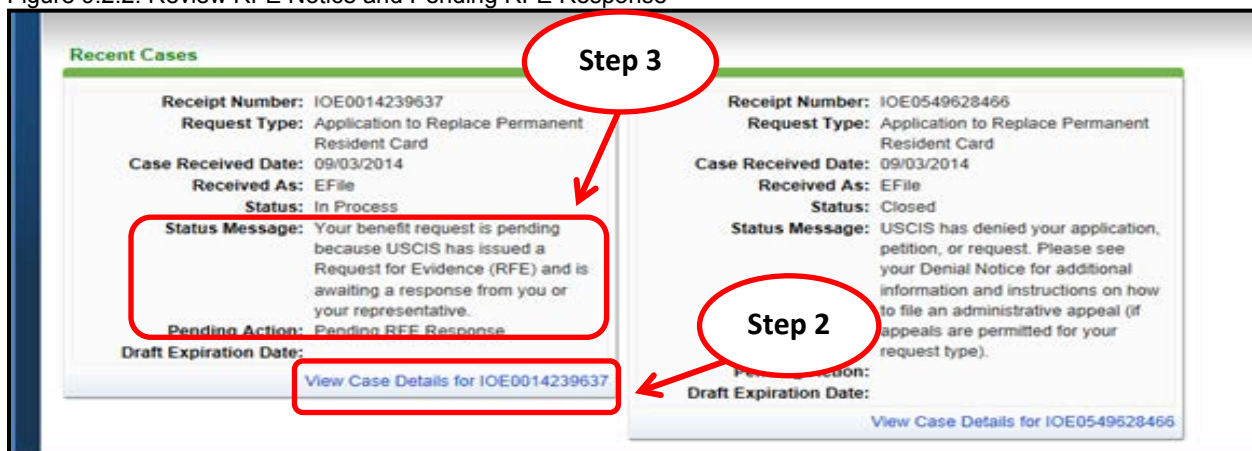
Figure 9.2.1: Request for Evidence



Step 2: Select the **View Case Details for [receipt number]** link for an **In Process** case (a case pending a RFE response).

Step 3: Review the **Status**, **Status Message**, and **Pending Action** of the case and continue to next section.

Figure 9.2.2: Review RFE Notice and Pending RFE Response



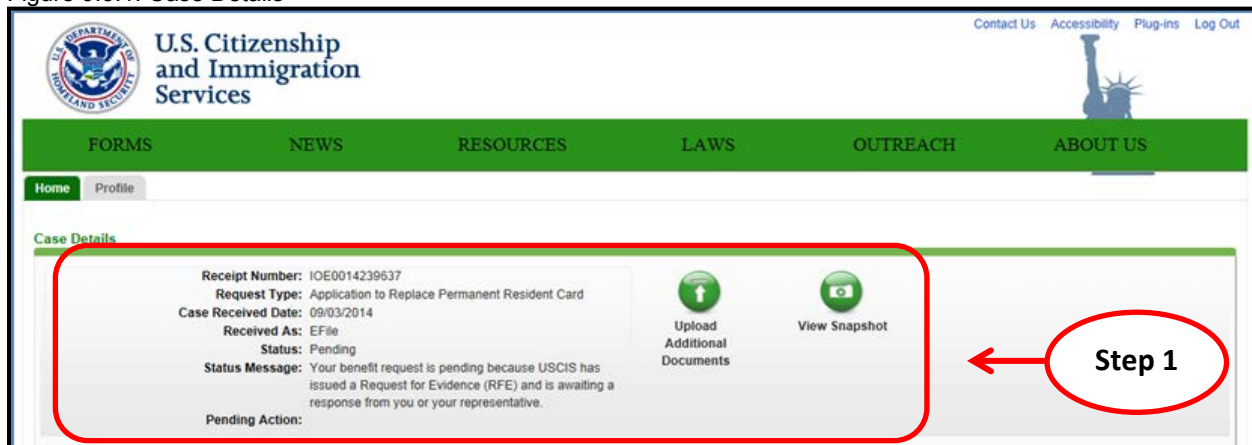
Note: Always review your **Status Message** to review the reason of your status. The status message will also help you know how to proceed.

9.3 Respond to an RFE and Uploaded Evidence

This section provides instructions for how to review uploaded evidence and respond to an RFE request.

Step 1: Once you review your Recent Cases, read the information in the **Case Details** section. You can also **Upload Additional Documents**, and **View your Snapshot** to confirm the pending RFE.

Figure 9.3.1: Case Details



Step 2: Click on **Uploaded Evidence** to expand and review the following sections:

- Evidence Uploaded in Response to a Request for Evidence
- Case Uploaded Evidence

Step 3: Select **Respond to RFE**.

Note: You must submit ALL documents requested in the RFE. If you fail to submit all of the request evidence, USCIS may deny your application for failure to submit requested evidence.

If you choose, you may submit other documents after responding to the RFE by selecting **Upload Additional Documents** button, but USCIS is not required to review or accept such documents when making a decision about your case.

Make sure you respond by the date requested and check your RFE status.

Figure 9.3.2: Uploaded Evidence and Respond to RFE

Request for Evidence (RFE)

You must submit all documents requested in this RFE. If you fail to submit all of the requested evidence, USCIS may deny your application for failure to submit requested evidence in accordance with 8 CFR 103.2 (b)(13).

If you choose, you may submit other documents after responding to the RFE by selecting "Upload Additional Documents" above, but USCIS is not required to accept or review such documents when making a decision on your case.

RFE ID	Issued On	Respond By	RFE Status	Action
10000609	10/24/2014	01/19/2015	Requested	Respond to RFE

Uploaded Evidence

Evidence Uploaded in Response to

Show 10 entries

RFE ID	File Name	File Upload Date	Category	Uploaded By
Showing 0 to 0 of 0 entries				

First Previous Next Last

Case Uploaded Evidence

Show 10 entries

File Name	File Upload Date	Category	Uploaded By
I-90_Identity.tif	10/24/2014	Identity/Travel Documents	JOHN JEFFERSON
Showing 1 to 1 of 1 entries			

First Previous 1 Next Last

9.4 Upload Evidence Files to Respond to an RFE

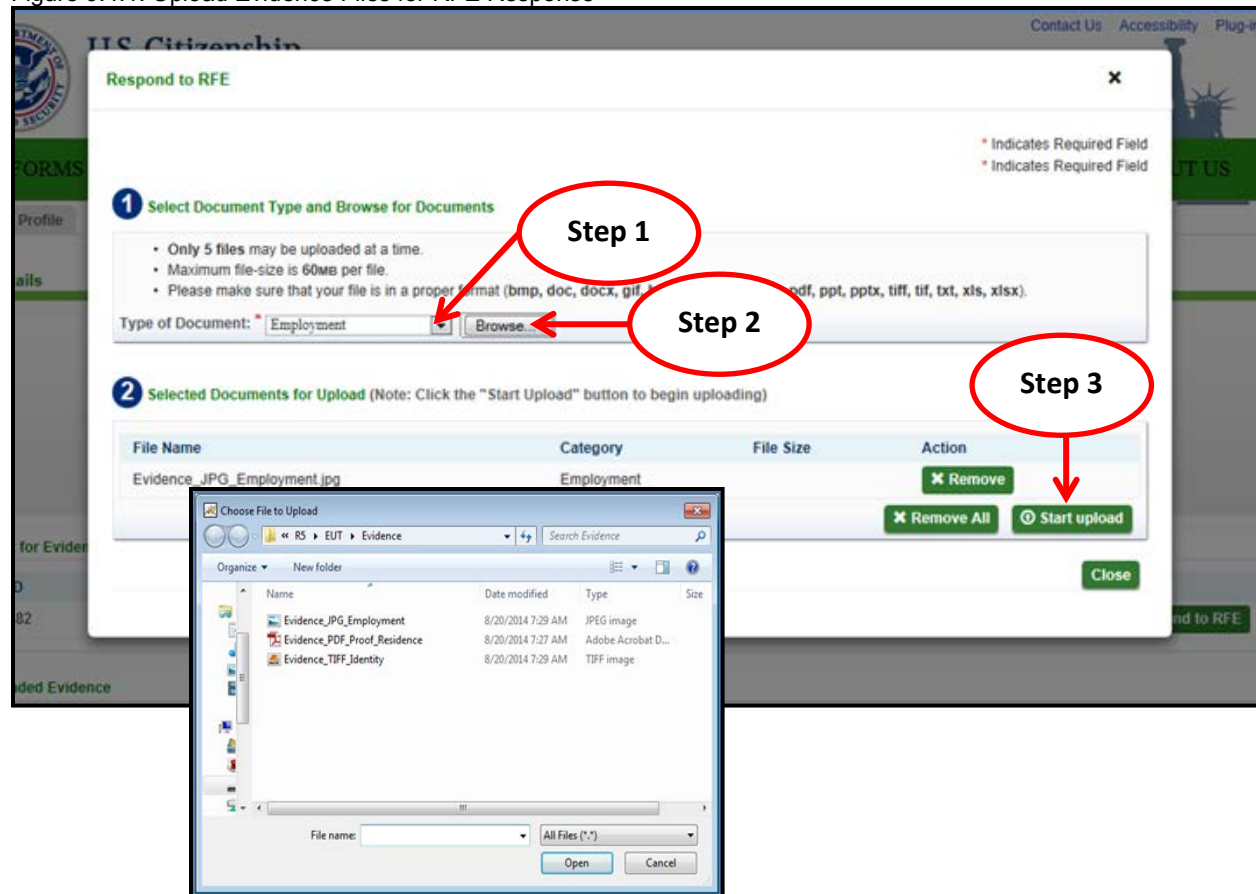
This section provides instructions for uploading evidence files to respond to an RFE.

Step 1: Select the document type from the drop-down menu. "Employment" is selected in Figure 8.4 as an example.

Step 2: Select **Browse** to navigate and select a file.

Step 3: Select **Start upload** (See Figure 9.4.1).

Figure 9.4.1: Upload Evidence Files for RFE Response



9.5 Confirm Evidence Upload

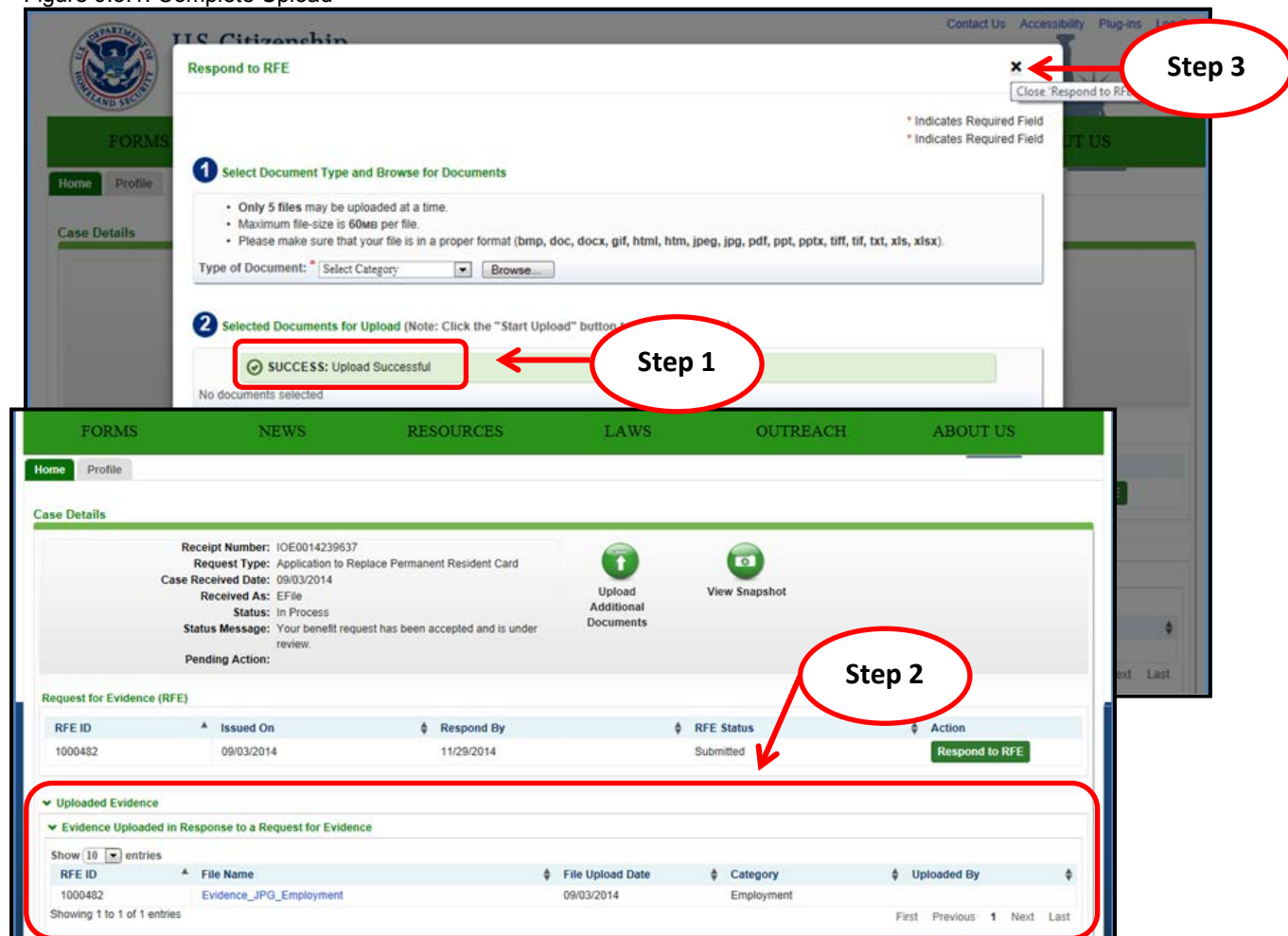
After you upload your documents, confirm that they have uploaded successfully (See Figure 9.5.1).

Step 1: Review the confirmation message.

Step 2: Confirm the uploaded file record in the **Evidence Uploaded in Response to a Request for Evidence** section.

Step 3: Select the **X** to close the **Respond to RFE** pop-up screen.

Figure 9.5.1: Complete Upload

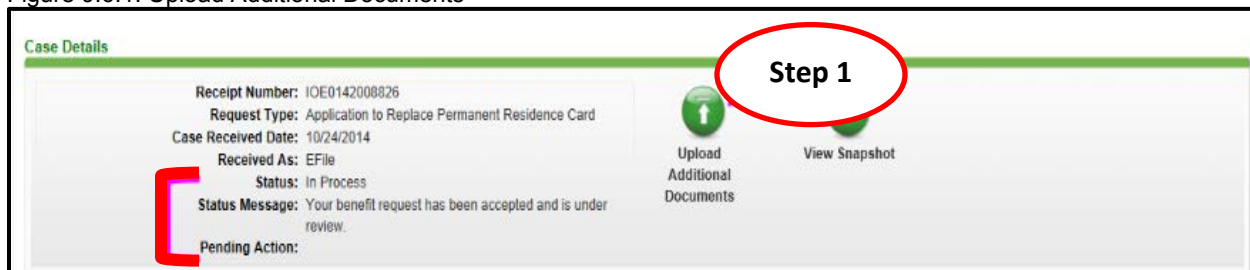


9.6 Upload Additional Documents

This section provides instructions for uploading additional documents when responding to an RFE.

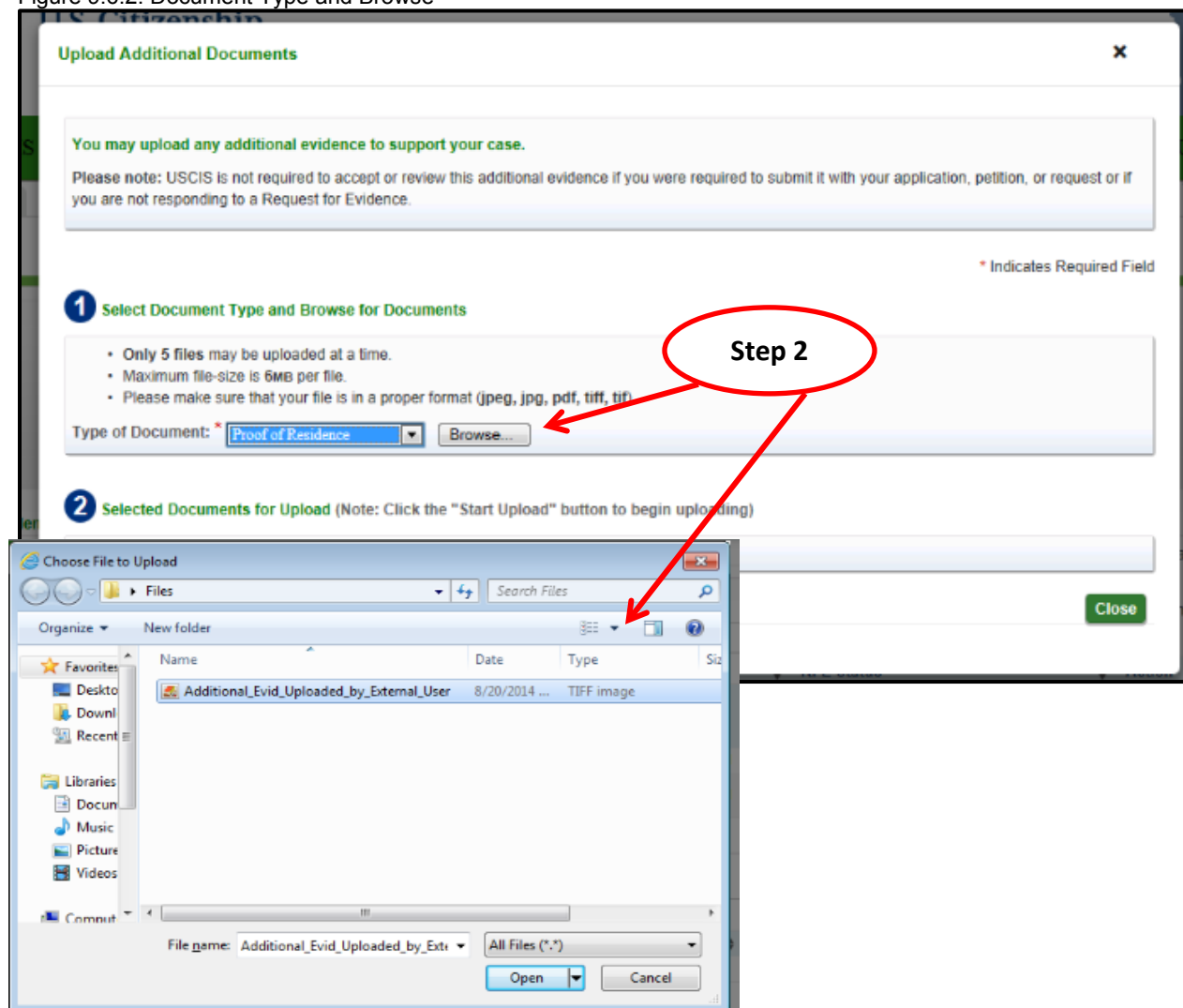
Step 1: Click on the **Upload Additional Documents** button. Read your case's Status, Status Message, and Pending Action for more information.

Figure 9.6.1: Upload Additional Documents



Step 2: Upload your additional documents. Select the type of document and browse your computer to upload.

Figure 9.6.2: Document Type and Browse



Step 3: Review the uploaded document. Click on the **Start Upload** button.

Figure 9.6.3: Start Upload

Upload Additional Documents [X]

You may upload any additional evidence to support your case.

Please note: USCIS is not required to accept or review this additional evidence if you were required to submit it with your application, petition, or request or if you are not responding to a Request for Evidence.

* Indicates Required Field

1 Select Document Type and Browse for Documents

- Only 5 files may be uploaded at a time.
- Maximum file-size is 6MB per file.
- Please make sure that your file is in a proper format (jpeg, jpg, pdf, tiff, tif).

Type of Document: * Proof of Residence [v] [Browse...]

2 Selected Documents for Upload (Note: Click the "Start Upload" button to begin uploading)

File Name	Category	File Size	Action
Additional_Evid_Uploaded_by_External_User.tiff	Proof of Residence		[X Remove]

[X Remove All] [Start upload]

[Close]

Step 4: Read the success message. Click on the **Close** button.

Figure 9.6.4: Success Message and Close button

Upload Additional Documents [X]

You may upload any additional evidence to support your case.

Please note: USCIS is not required to accept or review this additional evidence if you were required to submit it with your application, petition, or request or if you are not responding to a Request for Evidence.

* Indicates Required Field

1 Select Document Type and Browse for Documents

- Only 5 files may be uploaded at a time.
- Maximum file-size is 6MB per file.
- Please make sure that your file is in a proper format (jpeg, jpg, pdf, tiff, tif).

Type of Document: *

2 Selected Documents for Upload (Note: Click the "Start Upload" button to begin uploading)

✓ **SUCCESS:** You have successfully uploaded your document(s).

Step 4

10.0 RESPONDING TO A CLOSED CASE

After you respond to an RFE, your case will close for further investigation from an adjudicator. If your case is approved, it will close, and you will receive your proof of benefit in the mail. If your case is denied, it will close, and you will need to review your recent notice and file for an administrative appeal.

10.1 Closed Approved Case Notice

To review your case's status, remember to check the **Recent Cases** section on the Home page. Read the instructions below for a closed case.

Step 1: Review your **Recent Cases**. If your Status says "Closed", then your case has been approved.

Step 2: Read the **Status Message**. The message will say "USCIS has approved your application, petition, or request. USCIS will mail your proof of benefit or USCIS action to you." The Status and Status Message are also in the Case Details section.

Figure 10.1.1: Closed Case

The screenshot shows the USCIS ELIS Home page. The top navigation bar includes links for FORMS, NEWS, RESOURCES, LAWS, OUTREACH, and ABOUT US. Below the navigation bar, there are tabs for Home and Profile. The 'Recent Notices' section displays a table with three notices for JEFFERSON, JOHNATHAN NMN, all dated 10/24/14. The notices are: Receipt Notice, Appointment Scheduled, and Request for Evidence. To the right of the notices is a 'Create New Case' button and an 'Actions' box with links to 'Manage My Contact Preferences, Change my Addresses' and 'View All My Cases'. Below the 'Recent Notices' section is the 'Recent Cases' section. It displays details for a case with Receipt Number IOE0017882094, Request Type 'Application to Replace Permanent Residence Card', Case Received Date 10/24/2014, Received As 'EFile', and Status 'Closed'. The Status Message states: 'USCIS has approved your application, petition, or request. USCIS will mail your proof of benefit or USCIS action to you.' Below the Status Message is the 'Pending Action' section, which includes 'Draft Expiration Date'. A red arrow points from a red oval labeled 'Step 1 and 2' to the Status Message field.

Notice Date	Receipt Number	Applicant Name	Notice Type
10/24/14	IOE0017882094	JEFFERSON, JOHNATHAN NMN	Receipt Notice
10/24/14	IOE0017882094	JEFFERSON, JOHNATHAN NMN	Appointment Scheduled
10/24/14	IOE0017882094	JEFFERSON, JOHNATHAN NMN	Request for Evidence

[View All Notices](#)

Recent Cases

Receipt Number: IOE0017882094
Request Type: Application to Replace Permanent Residence Card
Case Received Date: 10/24/2014
Received As: EFile
Status: Closed
Status Message: USCIS has approved your application, petition, or request. USCIS will mail your proof of benefit or USCIS action to you.
Pending Action:
Draft Expiration Date:
[View Case Details for IOE0017882094](#)

Step 1 and 2

10.2 Closed Denied Case Notice

Read the instructions below for a denied case notice.

Step 1: Review your **Recent Cases**. If your Status says “Denied”, you will need to review the denial notice (located in your Recent Notices section) for instructions on how to file for an administrative appeal.

Step 2: Read the **Status Message**. The message will say “USCIS has denied your application, petition, or request. Please see your Denial Notice for additional information and instructions on how to file an administrative appeal (if appeals are permitted for your request type).” The Status and Status Message are also in the Case Details section.

Figure 10.2.1: Denied Case

The screenshot displays the USCIS ELIS interface. At the top, there are tabs for 'Home' and 'Profile'. Below this, the 'Recent Notices' section contains a table with the following data:

Notice Date	Receipt Number	Applicant Name	Notice Type
10/24/14	IOE0017882094	JEFFERSON, JOHNATHAN NMN	Denial Notice
10/24/14	IOE0017882094	JEFFERSON, JOHNATHAN NMN	Request for Evidence
10/24/14	IOE0017882094	JEFFERSON, JOHNATHAN NMN	Appointment Scheduled
10/24/14	IOE0017882094	JEFFERSON, JOHNATHAN NMN	Receipt Notice

A red arrow labeled 'Step 1' points to the 'Denial Notice' row. To the right of the table is a 'Create New Case' button and an 'Actions' menu with options: 'Manage My Contact Preferences, Change my Addresses' and 'View All My Cases'. Below the 'Recent Notices' section is the 'Recent Cases' section, which displays details for the case with Receipt Number IOE0017882094. The details include: Request Type: Application to Replace Permanent Residence Card; Case Received Date: 10/24/2014; Received As: EFile; Status: Closed; Status Message: USCIS has denied your application, petition, or request. Please see your Denial Notice for additional information and instructions on how to file an administrative appeal (if appeals are permitted for your request type). Pending Action: Draft Expiration Date: View Case Details for IOE0017882094. A red arrow labeled 'Step 2' points to the 'Status Message'.

11.0 WHERE TO FIND HELP

For application questions, issues or suggestions, contact the Customer Contact Center at <https://egov.uscis.gov/cris/contactus>, or call the USCIS National Customer Service Center toll-free at 1-800-375-5283 or 1-800-767-1833.

APPENDIX A – GLOSSARY

The following terms and definitions are helpful when navigating United States Citizenship and Immigration Services Electronic Immigration System (USCIS ELIS).

Term	Definition/Description
A-Number	The alien registration number, which the Department of Homeland Security assigns to each foreign national. It is an "A" followed by eight numbers (for example: A12 345 678). Some recently-issued A-Numbers consist of an "A" followed by nine digits (for example: A 200 345 678).
Accepted	USCIS will accept a case when all the required application information is submitted, including all required signatures and either a cleared payment or an approved fee waiver request.
Account	USCIS ELIS creates internal accounts for all benefit seekers and representatives when their cases are accepted in USCIS ELIS, even if they did not use e-filing to submit their case. Accounts contain information about the individual, including contact information.
Adjustment of status	When individuals who are already in the United States apply for a Green Card, they are seeking to change their status from a nonimmigrant or temporary parolee to a lawful permanent resident. The common term for this change to lawful permanent resident status is "adjustment of status."
Alien	Any person who is not a citizen or national of the United States.
Application	A form filed by anyone seeking an immigration benefit, such as a Green Card.
Application Support Center (ASC)	The office responsible for verifying identity and obtaining biometrics (photograph, signature, right index fingerprint, set of 10 print fingerprints).
Beneficiary	A foreign national who will receive the immigration benefit. This foreign national can be sponsored by a family member or a business, or can also petition for himself. For example, if a husband files a petition for his wife to get an immigrant visa to come to the United States, the wife is the beneficiary.
Benefit request	When you apply for an immigration benefit (such as an extension of stay for a nonimmigrant), you submit a petition or application. These petitions and applications are known as benefit requests.
Biographic information	Information about an individual's history, such as birth place, birth date, citizenship, and marital status.
Biometrics	An applicant's biometrics may consist of a passport-style photograph, a right index fingerprint, a signature and a 10 print set of fingerprints.
Case	USCIS ELIS treats each application as a case and tracks each case through the adjudication process until USCIS makes a decision on the application.
Case passcode	When a representative e-files an application, USCIS ELIS emails a shared code to a primary applicant encouraging him or her to create an account. It allows a primary applicant to electronically accept or decline the application or petition filed by a representative through a digital signature. E-signed snapshot establishes a legal record of primary applicant's input at a particular time.

Term	Definition/Description
Code of Federal Regulations (CFR)	Title 8 of the CFR lists all the rules and regulations describing how USCIS will implement the laws passed by Congress.
Class of admission (COA)	The classification code given to foreign nationals when they are admitted to the U.S. or receive a Green Card.
Country of birth (COB)	The country in which a person is born.
Country of citizenship (COC)	The country that a person is the citizen of, whether through birth or naturalization (if he or she has not renounced or lost citizenship). This is the country that a person owes allegiance to and is entitled to be protected by.
Communication preferences	Your preference for receiving notices about your application. You can choose to receive noticed online only, by email, or by SMS text messaging. You can indicate your preference after you submit an application by changing your communication preferences on your USCIS ELIS profile.
Commuter	A foreign national admitted to the U.S. for lawful permanent residence but permitted to reside in Canada or Mexico while commuting daily or seasonally to work in the U.S.
Conditional permanent resident (CPR)	A conditional permanent resident receives a Green Card that is valid for 2 years, based on either a qualifying marriage of less than two years or an investment. In order to remain a permanent resident, a conditional permanent resident must file a petition to remove the conditions on the card during the 90 days before the card expires.
E-file	Electronically file an application online to USCIS for an immigration benefit.
E-sign	An individual electronically signs an application or petition in USCIS ELIS. An e-signed snapshot establishes a legal record of that individual's input in USCIS ELIS at a particular time.
Evidence	Documentation verifying statements made on an application or petition. For example, a birth certificate may be evidence of place and date of birth.
Entry without inspection (EWI)	The term used to refer to foreign nationals who entered the U.S. without being inspected by an immigration officer.
Identity evidence	Any government-issued document used to verify biographic data about a person. Examples include passports and driver's licenses.
Immigrant	The U.S. government assumes that all foreign nationals are immigrants except for those who are nonimmigrants.
Immigration and Nationality Act (INA)	The INA, along with other immigration laws, treaties, and conventions, is the law that defines immigration, temporary admission, naturalization, and removal of aliens in the United States.
Lawful permanent resident	Any person who is not a citizen of the United States who the U.S. government has legally granted the privilege of residing and working permanently in the U.S. as an immigrant. Also known as having a Green Card.

Term	Definition/Description
Notice	USCIS will send a notice to you or your representative if USCIS is taking an action in your case that may require you to respond. The notice is a legal document that lets you know what you have a right to know and what USCIS is legally required to communicate. It contains personally identifiable information. The notice may be on paper or stored in USCIS ELIS as digital content where you or your representative can retrieve it.
Notification	An electronic update about your case or account sent to you using email or SMS text. A notification may tell you to expect a written notice or document, or instruct you to log in to your account to retrieve a notice. A notification does not contain personally identifiable information.
Online access code	A shared secret code, establishing security of identity, mailed to a primary applicant (whose representative e-filed) encouraging him or her to establish online access.
Online account	Primary applicants and representatives use online USCIS ELIS accounts to e-file applications, view notices, and respond to requests for evidence.
Permanent Resident Card	Also known as a Green Card, a Lawful Permanent Resident Card, or a Form I-551, this card is your proof of lawful permanent resident status. Alien Registration Receipt Cards may not necessarily be proof of permanent resident status.
Portable document format (PDF)	One of the electronic document standards accepted by USCIS ELIS. Adobe Reader is Adobe's free download for displaying and printing PDF files.
Port of entry (POE)	A designated location for entering the U.S., such as an airport, ship port or border crossing.
Preference relative	Relatives of U.S. citizens or lawful permanent residents who do not qualify as immediate relatives. Preference relatives are subject to the numerical limitations imposed on immigration to the U.S. and require a visa.
Properly filed application	Refers to a Form I-90 that is filed with the correct fee and properly signed. If the applicant is less than 14 years of age, the parent or guardian may sign the application.
Receipt date	The date that USCIS enters the application information into CLAIMS (see definition). This date is NOT the filing date and is NOT used in determining the application's processing order.
Received date	The date that the application is physically received by USCIS. In the case of the Form I-90, this refers to the date the application was received at a USCIS Lockbox or e-filed by the applicant. For properly filed applications, this is the date that determines the processing order and times. For all legal purposes and statistics, this is the USCIS' date of record. The received date may also be referred to as the filing date.
Reject	USCIS will reject an application if it includes an incorrect fee amount, an unsigned or missing fee payment, or an unsigned application.

Term	Definition/Description
Representative	A person authorized to appear before USCIS on behalf of someone else. USCIS will not recognize the representative unless the person has filed a Form G-28 signed by the client.
Status	An immigration classification assigned to a foreign national who has entered the U.S.

APPENDIX B – ACRONYMS

The following acronyms and definitions are used in the processing of Form I-90, but may not be used in this document.

Term	Definition/Description
ASC	Application Support Center
DHS	United States Department of Homeland Security
OTC	Office of Transformation Coordination
OTP	One-Time Password
PDF	Portable document format
PII	Personally Identifiable Information
RFE	Request for Evidence
USCIS	United States Citizenship and Immigration Services
USCIS ELIS	United States Citizenship and Immigration Services Electronic Immigration System
USPS	United States Postal Service